

# **THE 2003 MEDICAID MANAGED CARE CUSTOMER SATISFACTION SURVEY**

## ***Detailed Findings***

Prepared for:  
Commonwealth of Virginia  
Department of Medical Assistance Services  
on behalf of the Delmarva Foundation for Medical Care, Inc.

Prepared by:  
WB&A Market Research  
Date: October 2003  
Job Number: 03-070

# Table of Contents

	<u>Page Number</u>
Background, Purpose and Research Approach .....	4
How to Read or Interpret the Results of This Report .....	6
Survey Results Among MEDALLION Adult Members	
Characteristics of Adult Members .....	9
Overall Ratings.....	11
Composite Scores Among MEDALLION Adult Members	
Composite A: Getting Needed Care.....	14
Composite B: Getting Care Quickly .....	17
Composite C: How Well Doctors Communicate .....	20
Composite D: Courteous & Helpful Office Staff.....	23
Composite E: Health Plan's Customer Service .....	25
Personal Doctor or Nurse .....	28
Getting Health Care From a Specialist .....	31
Access to Health Care.....	33
Utilization of Services .....	38
Pregnancy .....	40
Interpreter Services .....	41
Transportation Services.....	42
Health Plan.....	44
Survey Results Among Child Members	
Characteristics of Child Members .....	51
Overall Ratings.....	57

## Table of Contents (cont'd)

	<u>Page Number</u>
Survey Results Among Child Members (cont'd)	
Composite Scores Among Child Members	
Composite A: Getting Needed Care.....	64
Composite B: Getting Care Quickly .....	70
Composite C: How Well Doctors Communicate .....	76
Composite D: Courteous & Helpful Office Staff.....	82
Composite E: Health Plan's Customer Service .....	87
Personal Doctor or Nurse .....	94
Getting Health Care From a Specialist .....	99
Access to Health Care.....	102
Utilization of Services .....	110
Child Members' Health Care.....	113
Child Members with Chronic Conditions Measurement Set Composite Score	
Access to Prescription Medicine .....	127
Access to Specialized Services .....	130
Family Centered Care.....	135
Coordination of Care .....	150
Dental Services .....	155
Interpreter Services .....	157
Transportation Services.....	159
Health Plan.....	161
Appendix	

## Background, Purpose and Research Approach

In 2001 and 2003, the Delmarva Foundation for Medical Care, Inc. commissioned WB&A Market Research (WB&A) to conduct the Medicaid customer satisfaction survey on behalf of the Commonwealth of Virginia Department of Medical Assistance Services (DMAS). The primary objective of this research was to determine consumers' ratings of and experiences with the medical care they received.

In the 2001 research, members from the MEDALLION and Medallion II programs participated in the survey. Each program was divided into sub-populations which included adult, child, FAMIS, and SSI & Title V. And, in the 2003 research, the following populations were surveyed: MEDALLION Adult, MEDALLION Child, Medallion II Child, FAMIS Primary Care Case Management (PCCM) and FAMIS Managed Care Organization (MCO).

A total of 292 adult and 1,138 child surveys were completed between the middle of June 2003 and the end of July 2003.

Specifically, the protocol was mail with telephone follow-up and was adhered to as follows:

- DMAS provided a list of all eligible state Medicaid managed care members as of February 28, 2003. To qualify, members had to be continuously enrolled in the same program for five of the last six months. Adult members were classified as those 18 years of age and older as of the last day of the measurement year, while child members were defined as those 17 years of age and younger.
- Initially, a sampling frame of 900 was produced for each of the sub-populations. However, in an attempt to meet the desired number of completed interviews, additional sample was pulled for MEDALLION adult and Medallion II child.
- A survey management system was developed to track all sampled members through the entire protocol process.
- A questionnaire package and a follow-up postcard were sent to the entire sampling frame with "Return Service Requested" and WB&A's toll-free number was included. Those who did not respond by mail were contacted by telephone to complete the survey. Up to fifteen (15) call attempts were made between July 9, 2003 and July 27, 2003 to each member in the sampling frame who had not responded by mail.
- The survey instruments used in 2003 were the CAHPS® 3.0 Medicaid Managed Care and Fee-For-Service Satisfaction Surveys. Several recommended and supplemental questions were added under the direction of DMAS. Separate surveys were conducted for adults and children. The child survey incorporated the measurement set to assess the experience of care for children with chronic conditions. The child surveys were conducted by proxy, that is, with the parent/guardian who knows the most about the sampled child's health care.
- The average telephone interview was approximately 17 minutes in length.

What follows are the summary results of this survey. Where applicable, results from the 2003 research have been compared to the 2001 research.

## Background, Purpose and Research Approach (cont'd)

According to the various survey protocols for determining survey response rates, the total response rates are as follows:

	<b>MEDALLION</b>	<b>MEDALLION</b>	<b>PCCM</b>
Raw response rates:	Adult: 27%	Child: 34%	FAMIS: 46%
CAHPS®-adjusted response rates:	Adult: 28%	Child: 34%	FAMIS: 46%
		<b>Medallion II</b>	<b>MCO</b>
Raw response rates:		Child: 20%	FAMIS: 33%
CAHPS®-adjusted response rates:		Child: 21%	FAMIS: 35%

### Notes:

1. Percentages do not always add up to 100% due to rounding.
2. Due to the change in survey instruments from CAHPS 2.0 to CAHPS 3.0, some of the survey results in 2001 are not trendable with the 2003 surveys results which are noted in the charts/tables where appropriate.
3. There were also a few changes to the questions in the adult and child surveys between 2001 and 2003 which are noted on the charts/tables where appropriate.

# How to Read or Interpret the Results of This Report

This report includes the results of CAHPS® 3.0 survey questions about members' experiences with their health plan and medical care during the last six months. Results are shown based on the type of question asked and/or the content of the question:

Results from yes-no questions which asked members whether they had a particular experience in the previous six months.

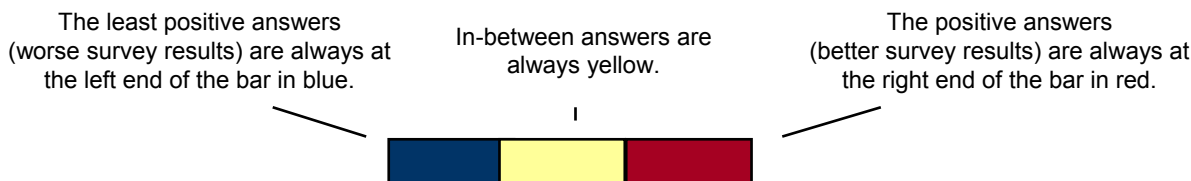
Results from questions based on "how often" members had certain experiences using the scale of always, usually, sometimes or never or "how much of a problem" using the scale of big, small or not a problem.

Results from Composite Scores were derived by combining the results for several questions that asked "how often" members had certain experiences using the scale of always, usually, sometimes or never or "how much of a problem" using the scale of big, small or not a problem. The Composite Scores measure main issues of concern (e.g., *Getting Needed Care*).

Results from survey questions which asked members to give their overall rating on a 0 - 10 scale, where a "0" means the worst possible and a "10" means the best possible.

## Notes:

What do the bar graphs mean?



Look for differences in the size of the blue and red sections. Small differences typically do not mean much.

In the bar graphs, plans that did better than other plans have bigger red sections and smaller blue sections; and plans that did worse than other plans have smaller red sections and bigger blue sections.

If there were any statistically significant differences between the 2001 and 2003 research (at the 95% confidence level), they were noted as such on all bar charts/tables using the following indicators:

**Arrows (↑,↓) indicate that the managed care program is performing statistically better or worse than it did in the previous wave of research at the 95% confidence level.**

## **SURVEY RESULTS AMONG MEDALLION ADULT MEMBERS**

## **CHARACTERISTICS OF MEDALLION ADULT MEMBERS**



# Characteristics of Adult Members

This table shows the demographics of *adult members*:

		MEDALLION Adult	
		2001	2003
<u>Age</u>	n=	(307)	(292)
Mean (# of years)		46.8	32.8↓
Median (# of years)		47.3	31.6
<u>Gender</u>	n=	(308)	(292)
Male		31%	15%↓
Female		69%	85%↑
<u>Ethnic Background*</u>	n=	(308)	(291)
White/Caucasian		59%	72%↑
Black/African-American		34%	21%↓
Hispanic or Latino		6%	2%↓
Other		7%	8%
<u>Education</u>	n=	(307)	(291)
High school or less		79%	75%
Some college or more		21%	25%
<u>Language Mainly Spoken at Home</u>	n=	(308)	(289)
English		93%	94%
Spanish		1%	1%
Other		6%	6%
<u>Overall Health Status<sup>1</sup></u>	n=	(305)	(290)
Excellent/Very good		20%	34%↑
Good		27%	24%
Fair/Poor		53%	42%↓

Base=Those answering (AQ43-49)

<sup>1</sup>Base=Those able to rate

\*Multiple Responses Accepted

This table shows the health plan characteristics of *adult members*:

		MEDALLION Adult	
		2001	2003
<u>Length of Time in Program (Consecutively)</u>	n=	(295)	(287)
Less than 6 months		6%	2%↓
6 up to 12 months		12%	5%↓
12 up to 24 months		13%	16%
2 up to 5 years		39%	44%
5 or more years		31%	32%

Base=Those answering (AQ3)

**OVERALL RATINGS AMONG  
MEDALLION ADULT MEMBERS**

# Overall Ratings

- Members were asked to give their overall ratings of their personal doctor, specialists, health care and health plan. The charts on the following pages show the results for these survey questions.

## MEDALLION Adult

### *Personal Doctor/Nurse*

- MEDALLION adult members in 2003 gave their personal doctor or nurse an average rating of 8.4 (down from 8.8 in 2001), with 58% specifically giving a very positive rating of 9 or 10. In addition, about three in ten (28%) rated their personal doctor or nurse as a 7 or 8. On the other hand, about one in seven (15%) gave their personal doctor or nurse a rating of 0 to 6.

### *Specialist*

- In 2003, MEDALLION adult members gave their specialist an average rating of 8.2 (down from 9.0 in 2001), with 59% (down from 71% in 2001) specifically giving a very positive rating of 9 or 10. In addition, one-fourth (25%) rated their specialist as a 7 or 8. On the other hand, about one in six (16%) gave their specialist a rating of 0 to 6.

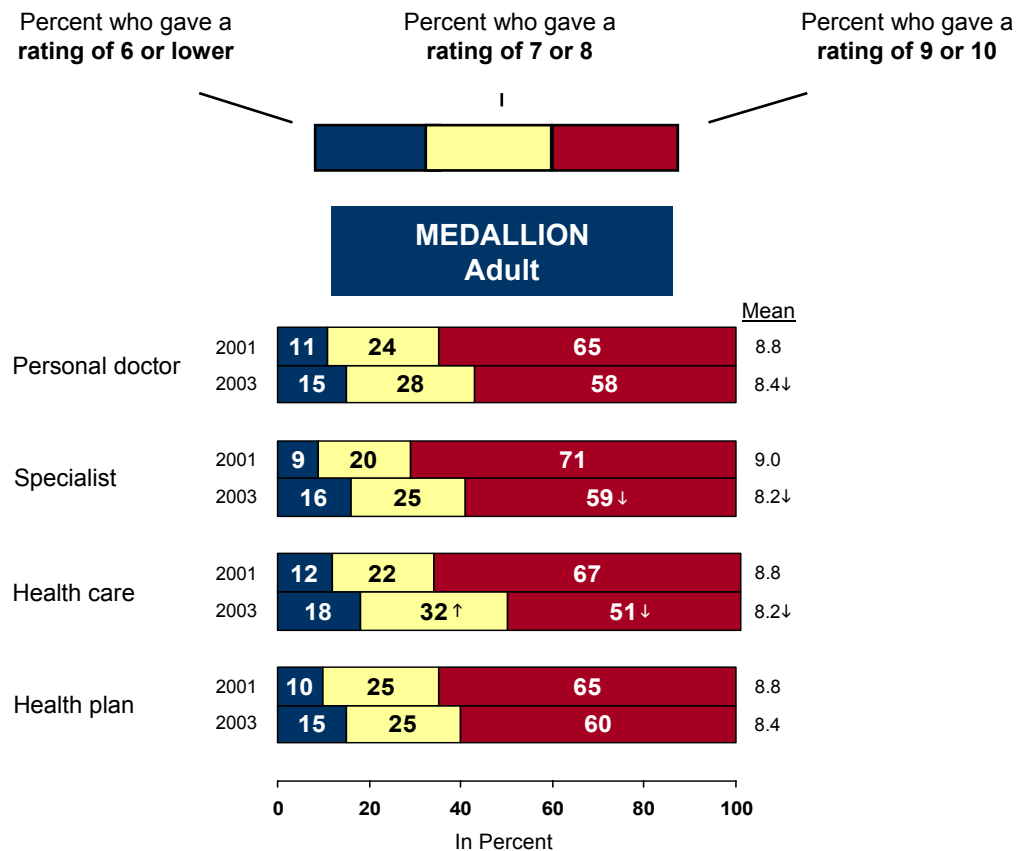
### *Health Care*

- MEDALLION adult members in 2003 gave their health care overall an average rating of 8.2 (down from 8.8 in 2001), with about one-half of the adult members (51%, down from 67% in 2001) rating their health care overall very positively (rating 9 or 10) and nearly one-third (32%, up from 22% in 2001) giving a rating of 7 or 8. Conversely, roughly two in ten (18%) gave a negative rating of 0 to 6 for their health care overall.

### *Health Plan*

- MEDALLION adult members in 2003 gave their health plan an average rating of 8.4, with six in ten (60%) rating their health plan very positively (rating 9 or 10), and one-fourth (25%) rating their health plan as a 7 or 8. On the other hand, about one in seven (15%) gave their health plan negative ratings (rating 0 to 6).

## Overall Ratings (cont'd)



Members were asked to rate the following on a scale of "0 to 10," where a "0" means worst possible and a "10" means best possible:

- Their personal doctor or nurse (AQ5)
- The specialist they see most often (AQ11)
- The health care they've received in the past 6 months (AQ33)
- Their health insurance plan (AQ42)

Base=Those able to rate based on experience

## **COMPOSITE SCORES AMONG MEDALLION ADULT MEMBERS**

# Composite A: Getting Needed Care

## MEDALLION Adult

### *Composite A: Getting Needed Care*

- The composite score for “Getting Needed Care” in 2003 indicates that the majority of MEDALLION adult members have had no problems with most issues related to getting needed care.
- In 2003, roughly three-fourths of the MEDALLION adult members (77%) said they have had no problems getting needed care, and slightly more than one in ten (13%) have had only small problems with getting needed care. Furthermore, one in ten (10%) said that getting the care they needed has been a big problem.

### *Getting a Personal Doctor or Nurse They Are Happy With*

- Members were asked to rate how much of a problem they had with getting a personal doctor or nurse with whom they were happy since they joined their health plan.
- Nearly two-thirds of the MEDALLION adult members in 2003 (64%) said they have had no problems getting a personal doctor or nurse with whom they were happy. In addition, about two in ten (21%) said that this has been only a small problem. However, 15% reported that getting a personal doctor or nurse with whom they were happy was a big problem.

### *Getting to See a Specialist When Needed*

- Members were asked to rate how much of a problem they had with getting to see a specialist that they needed to see during the last six months.
- About seven in ten MEDALLION adult members in 2003 (72%) reported that they have had no problems getting to see a specialist, and slightly more than one in ten (13%) said that this has been a small problem. Conversely, about one in seven (15%) reported that getting to see a specialist when needed was a big problem.

### *Getting the Care/Tests/Treatment They or Their Doctor Believed Necessary*

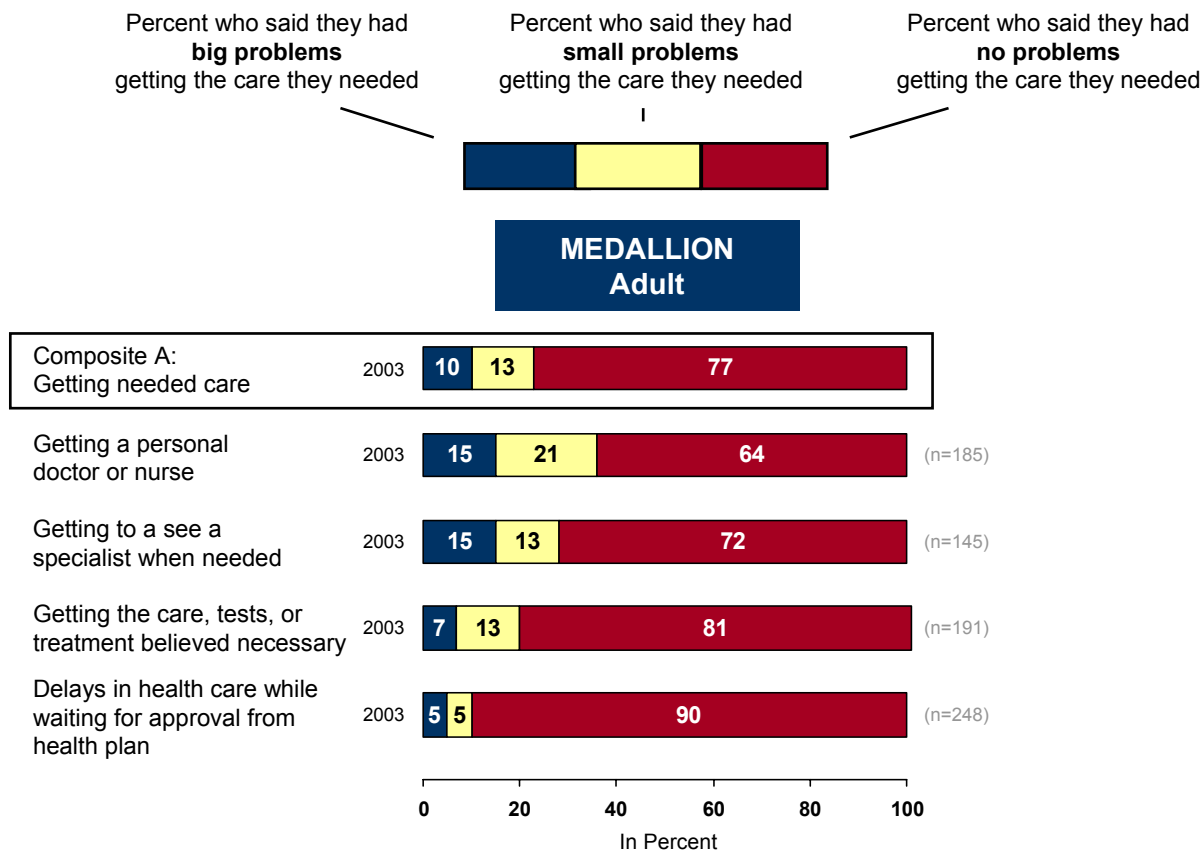
- Members were asked to rate how much of a problem during the last six months they had with getting the care, tests or treatment they or their doctor believed necessary.
- About eight in ten MEDALLION adult members in 2003 (81%) said they have had no problems getting the necessary care, tests or treatment and 13% said that this has been a small problem. Furthermore, less than one in ten (7%) reported that getting the necessary care, tests or treatment was a big problem.

## Composite A: Getting Needed Care (cont'd)

### *Delays in Health Care While They Waited for Approval from Their Health Plan*

- Members were asked to rate how much of a problem during the last six months they had with delays in health care while they waited for approval from their health plan.
- Nine in ten MEDALLION adult members in 2003 (90%) said they have had no problems with delays in health care, and one in twenty (5%) have had only small problems. Furthermore, an identical proportion (5%) have had big problems with delays in health care while waiting for approval from their plan.

## Composite A: Getting Needed Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked members to tell how much of a problem, during the last six months, they had:

- Getting a personal doctor or nurse they were happy with (AQ7)
- Getting to see a specialist when needed (AQ9)
- Getting the care/tests/treatment they or their doctor believed necessary (AQ22)
- With delays in health care while they waited for approval from their health plan (AQ24)

Base=For these four questions on "getting needed care," members didn't answer if the question asked about experiences they had *not* had in the previous 6 months  
 Note: The composite score for "getting needed care" in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.



## Composite B: Getting Care Quickly

### MEDALLION Adult

#### *Composite B: Getting Care Quickly*

- The 2003 composite score for “Getting Care Quickly” indicates some possible issues with getting care quickly among MEDALLION adult members.
- Specifically, about four in ten MEDALLION adult members in 2003 (41%) said they always received care quickly, while one-third (33%) said they never or only sometimes received care quickly.

#### *Received the Help or Advice Needed When Calling During Regular Office Hours*

- Members were asked to rate how often in the past six months they received the help or advice they needed when calling during regular office hours.
- More than one-half of the MEDALLION adult members in 2003 (56%) said they always got the help or advice they needed during regular office hours, while slightly more than two in ten (23%) said they usually did. However, a similar proportion (22%) said they never or only sometimes got the help or advice they needed.

#### *Received the Care Needed for an Illness/Injury/Condition as Soon as Wanted*

- Members were asked to rate how often in the past six months they received the care they needed for an illness, injury or condition as soon as they wanted.
- One-half of the MEDALLION adult members in 2003 (50%) said they always got the care they needed for an illness, injury or condition as soon as they wanted, and about three in ten (28%) said they usually got care as soon as they wanted. On the other hand, about one-fifth (22%) said they never or only sometimes got care when they wanted.

#### *Received an Appointment for Health Care as Soon as Wanted*

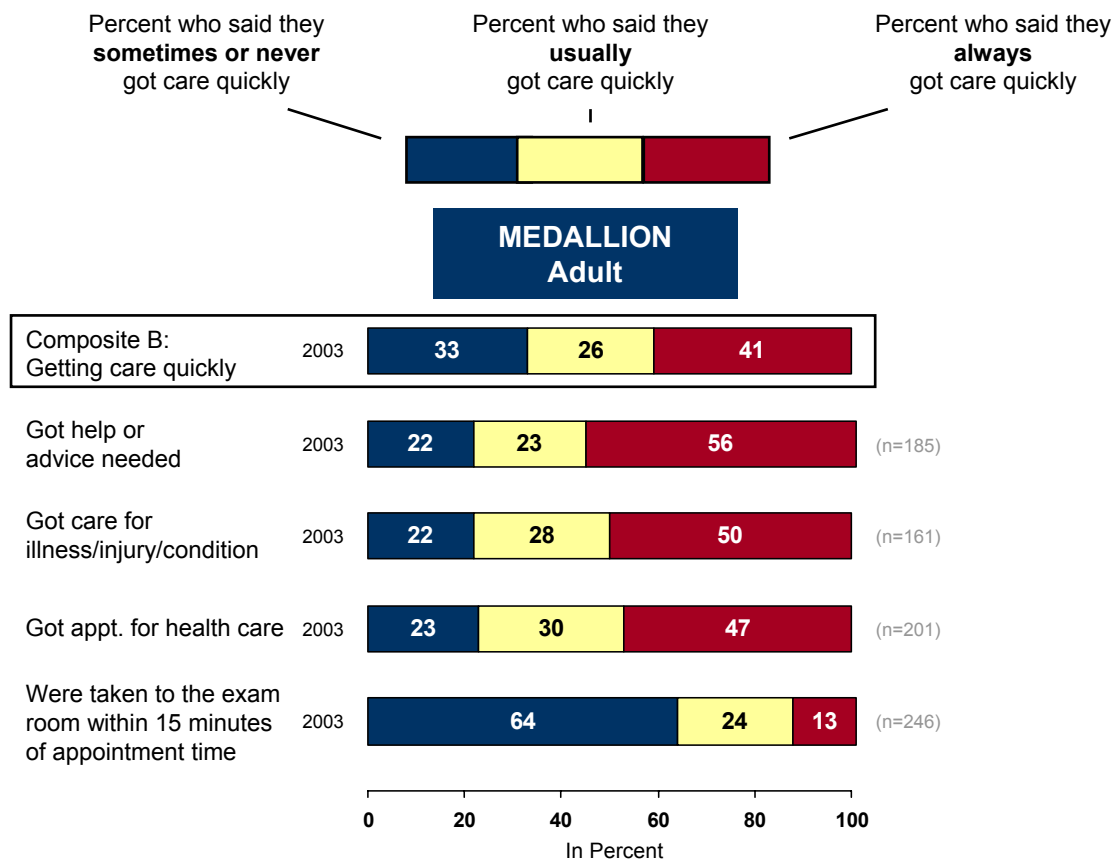
- Members were asked to rate how often in the past six months they received an appointment for health care as soon as they wanted.
- In 2003, just less than one-half of the MEDALLION adult members (47%) said that they always got an appointment for health care as soon as they wanted, and three in ten (30%) said that they usually got an appointment as soon as they wanted. However, almost one-fourth (23%) said that they never or only sometimes got appointments when they wanted.

## Composite B: Getting Care Quickly (cont'd)

### *Were Taken to The Exam Room Within 15 Minutes of Their Appointment Time*

- Members were asked to rate how often in the past six months they were taken to the exam room within 15 minutes of their appointment time.
- Overall, just more than one in ten MEDALLION adult members in 2003 (13%) said they were always taken to the exam room within 15 minutes of their appointment time, and about one-fourth (24%) said this usually occurred. However, nearly two-thirds (64%) said they were never or only sometimes taken to the exam room within 15 minutes of their appointment time.

## Composite B: Getting Care Quickly (cont'd)



\*To get the percentage shown for the composite score, we averaged the answers to four individual survey questions. These questions asked members to tell how often, during the last six months, they:

- Received the help or advice needed when calling during regular office hours (AQ14)
- Received the care needed for an illness/injury/condition (AQ16)
- Received an appointment for health care as soon as they wanted (AQ18)
- Were taken to the exam room within 15 minutes of their appointment time (AQ25)

Base=For these four questions on "getting care quickly," members didn't answer if the question asked about experiences they had *not* had in the previous 6 months  
 Note: The composite score for "getting care quickly" in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.

# Composite C: How Well Doctors Communicate

## MEDALLION Adult

### *Composite C: How Well Doctors Communicate*

- The composite score for “How Well Doctors Communicate” indicates that the majority of members feel that their doctors or other health providers always or usually communicated well.
- In 2003, about six in ten MEDALLION adult members (58%, down from 71% in 2001) said their doctors always communicated well, and another 24% (up from 14% in 2001) said they usually did. On the other hand, nearly two in ten (18%) said their doctors never or only sometimes communicated well.

### *Doctors or Other Health Providers Listened Carefully to Them*

- Members were asked to rate how often in the past six months their doctors or other health providers listened carefully to them.
- About six in ten MEDALLION adult members in 2003 (63%, down from 71% in 2001) said their doctors always listened carefully to them, and another 22% (up from 14% in 2001) said they usually did. Conversely, about one in seven (15%) said their doctors never or only sometimes listened carefully to them.

### *Doctors or Other Health Providers Explained Things in a Way They Could Understand*

- Members were asked to rate how often in the past six months their doctors or other health providers explained things in a way they could understand.
- Nearly six in ten MEDALLION adult members in 2003 (57%, down from 72% in 2001) said their doctors always explained things in a way they could understand, and another 25% (up from 11% in 2001) said they usually did. Conversely, just less than two in ten (18%) said their doctors never or only sometimes explained things in a way they could understand.

### *Doctors or Other Health Providers Showed Respect for What They Had to Say*

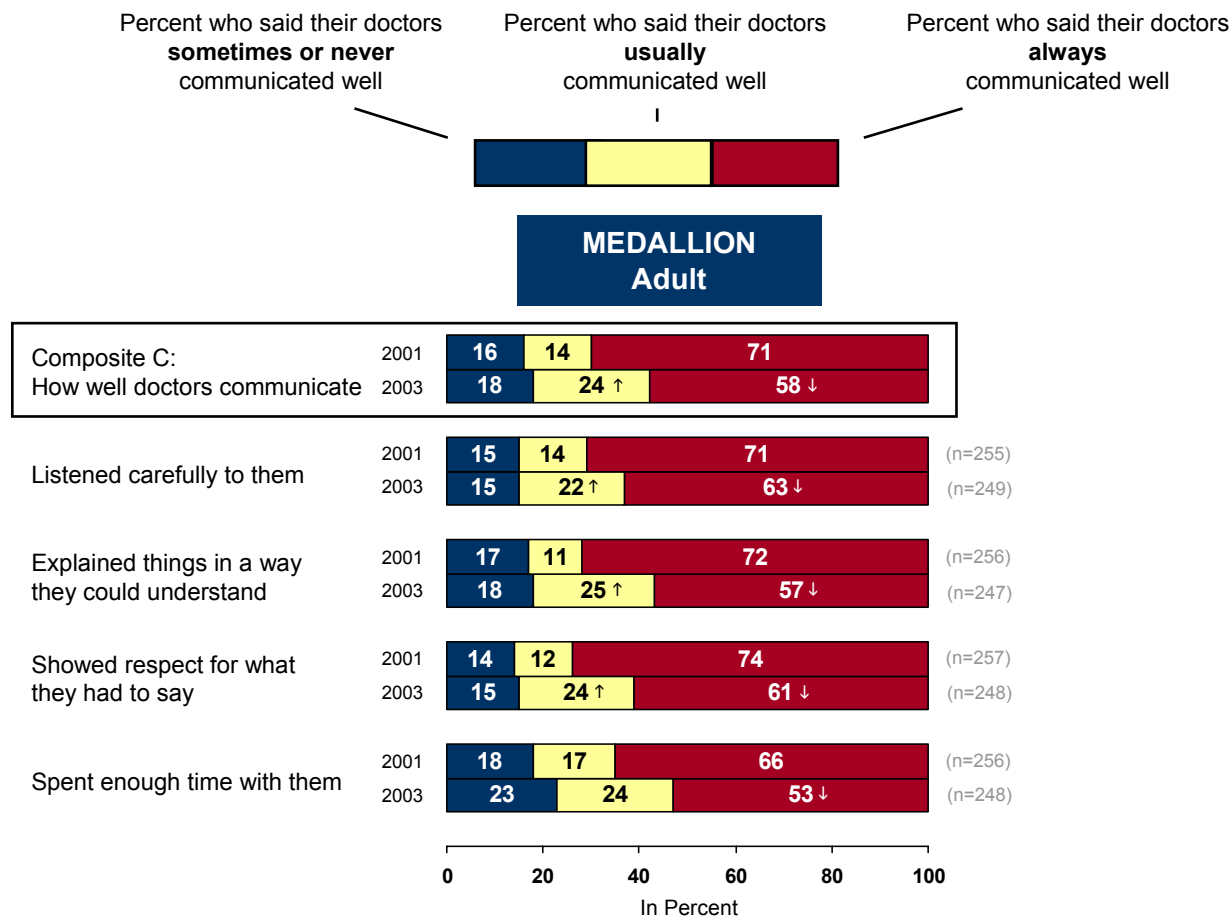
- Members were asked to rate how often in the past six months their doctors or other health providers showed respect for what they had to say.
- About six in ten MEDALLION adult members in 2003 (61, down from 74% in 2001) said their doctors always showed respect for what they had to say, and another 24% (up from 12% in 2001) said they usually did. Conversely, more than one in ten (15%) said their doctors never or only sometimes showed respect for what they had to say.

## Composite C: How Well Doctors Communicate (cont'd)

### *Doctors or Other Health Providers Spent Enough Time with Them*

- Members were asked to rate how often in the past six months their doctors or other health providers spent enough time with them.
- Only about one-half of the adult members in 2003 (53%, down from 66% in 2001) said their doctors always spent enough time with them, while about one-fourth (24%) said they usually did. Conversely, more than two in ten (23%) said their doctors never or only sometimes spent enough time with them.

## Composite C: How Well Doctors Communicate (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked members to tell how often, during the last six months, doctors or other health providers:

- Listened carefully to them (AQ28)
- Explained things in a way they could understand (AQ30)
- Showed respect for what they had to say (AQ31)
- Spent enough time with them (AQ32)

Base=For these four questions on "how well doctors communicate," members didn't answer if the question asked about experiences they had *not* had in the previous 6 months

## Composite D: Courteous & Helpful Office Staff

### MEDALLION Adult

#### *Composite D: Courteous and Helpful Office Staff*

- The composite score for “Courteous and Helpful Office Staff” in 2003 indicates that the majority of members feel that the office staff at the doctor’s office or clinic were always or usually courteous and helpful.
- About two-thirds of the MEDALLION adult members in 2003 (65%, down from 78% in 2001) said the office staff were always courteous and helpful, and another 23% (up from 12% in 2001) said that they were usually courteous and helpful. Conversely, about one in ten (12%) gave negative ratings for this attribute, reporting that the office staff were never or only sometimes courteous and helpful.

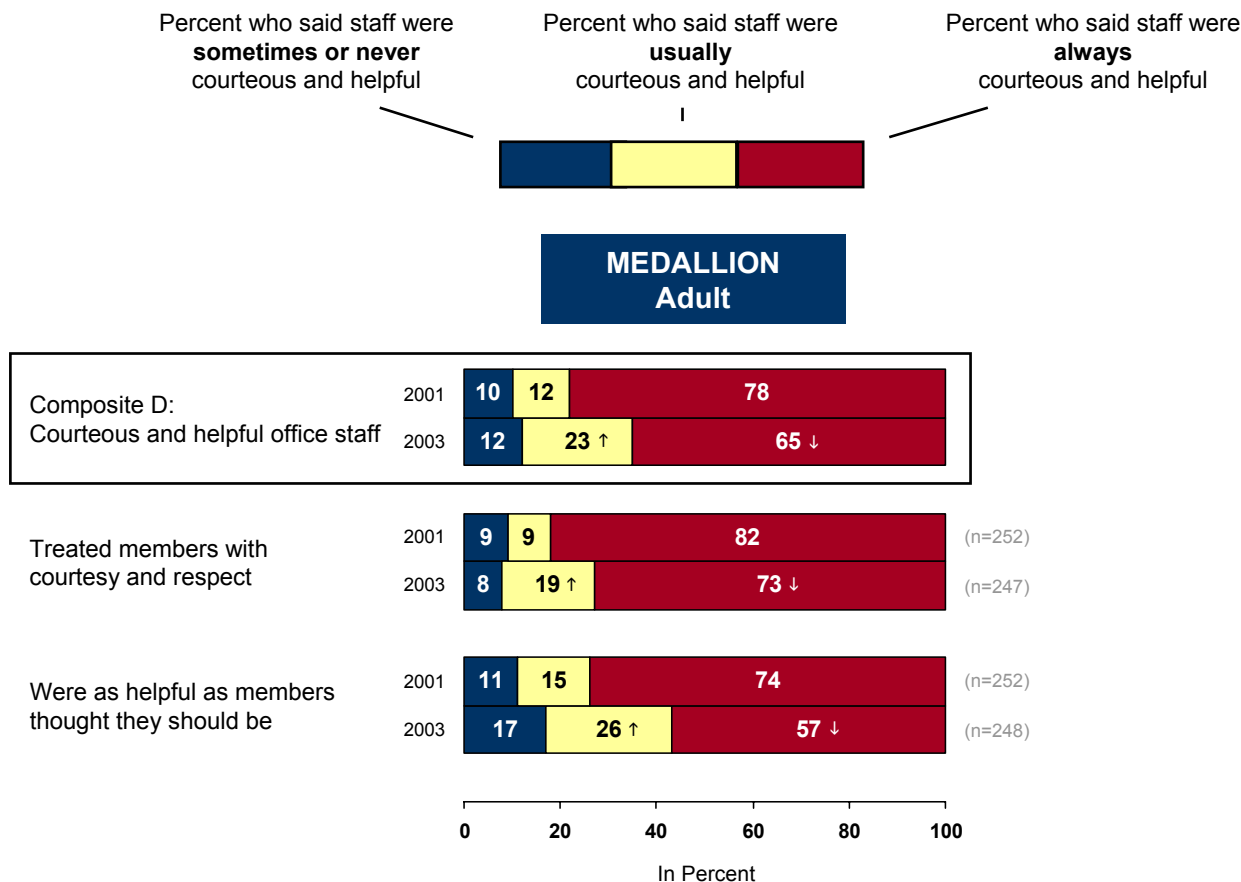
#### *Office Staff Treated Them with Courtesy and Respect*

- Members were asked to rate how often in the past six months the office staff at the doctor’s office or clinic treated them with courtesy and respect.
- Roughly seven in ten MEDALLION adult members in 2003 (73%, down from 82% in 2001) said the office staff always treated them with courtesy and respect, and another 19% (up from 9% in 2001) said they usually did. Conversely, about one in ten (8%) said the office staff at their doctor’s office or clinic never or only sometimes treated them with courtesy and respect.

#### *Office Staff Were as Helpful as They Thought They Should Be*

- Members were asked to rate how often in the past six months the office staff at their doctor’s office or clinic were as helpful as they thought they should be.
- Almost six in ten adult members in 2003 (57%, down from 74% in 2001) said the office staff were always as helpful as they should be, and about one-fourth (26%, up from 15% in 2001) said they usually were. Furthermore, 17% said the office staff were never or only sometimes as helpful as they should be.

## Composite D: Courteous & Helpful Office Staff (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to two individual survey questions. These questions asked members to tell how often, during the last six months, office staff at the doctor's office or clinic:

- Treated them with courtesy and respect (AQ26)
- Were as helpful as they thought the staff should be (AQ27)

Base=For these two questions on "courteous and helpful office staff," members didn't answer if the question asked about experiences they had *not* had in the previous 6 months



# Composite E: Health Plan's Customer Service

## MEDALLION Adult

### *Composite E: Customer Service*

- In 2003, the composite score for "Customer Service" indicates that the majority of members have had no problems with their health plan's customer service.
- Nearly seven in ten MEDALLION adult members in 2003 (68%) said they have had no problems with their plan's customer service, and two in ten (20%) have had only small problems with their plan's customer service. Conversely, about one in ten (12%) have had big problems with their plan's customer service.

### *Finding or Understanding Information in Written Materials or on the Internet*

- Members were asked to rate how much of a problem during the last six months they had with finding or understanding information in written materials or on the Internet.
- About seven in ten MEDALLION adult members in 2003 (71%) said they have had no problems finding or understanding information in these materials. In addition, 20% said they have had only a small problem with this aspect of their plan. On the other hand, one in ten (10%, down from 25% in 2001) have had big problems finding or understanding the information in written materials or on the Internet.

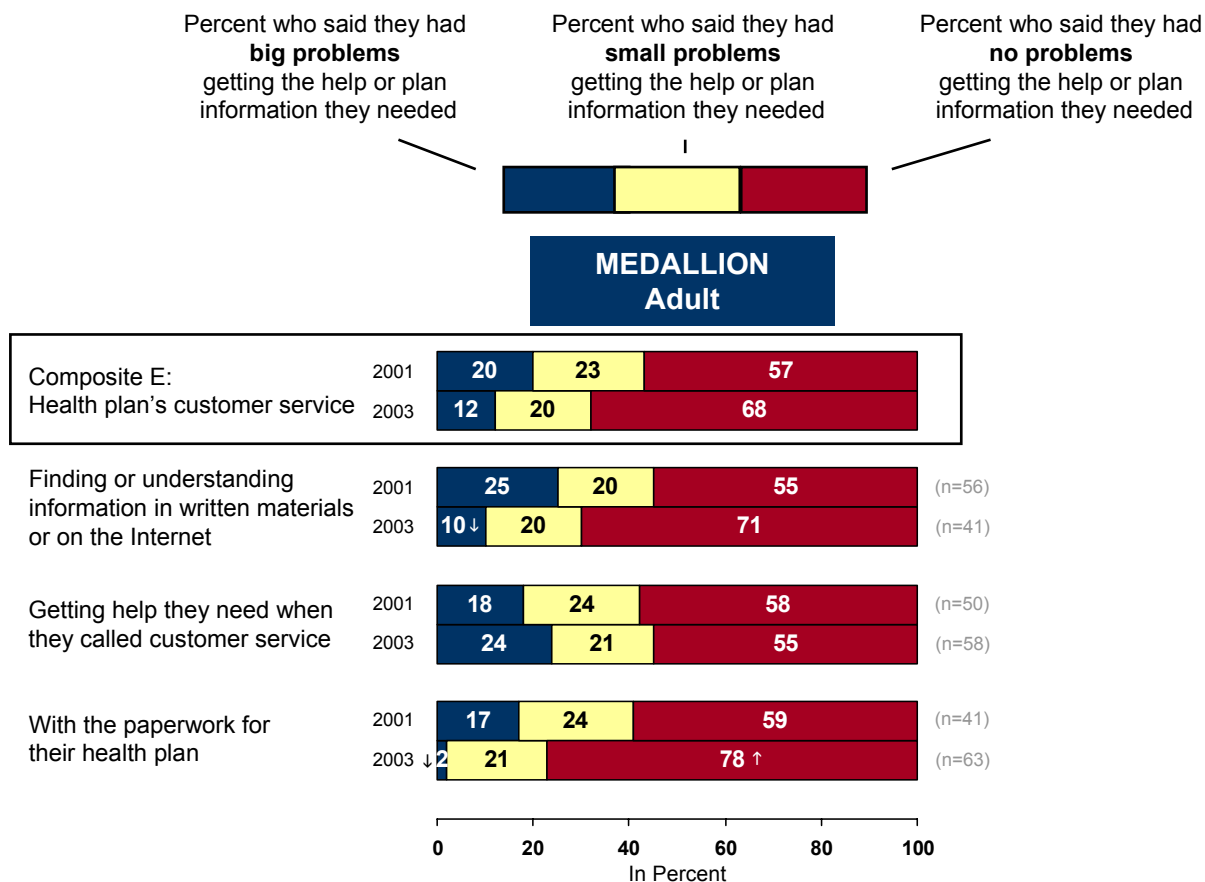
### *Getting the Help Needed When Calling Customer Service*

- Members were asked to rate how much of a problem during the last six months they had with getting the help they needed when calling customer service.
- More than one-half of the MEDALLION adult members in 2003 (55%) said they have had no problems getting the help they needed when calling customer service, and about two in ten (21%) said they have had only small problems with this aspect of their plan. However, about one-fourth (24%) reported having had big problems getting help from customer service.

### *Paperwork for Their Health Plan*

- Members were asked to rate how much of a problem during the last six months they had with the paperwork for their health plan.
- Nearly eight in ten MEDALLION adult members in 2003 (78%, up from 59% in 2001) reported that the paperwork from their health plan was not a problem, and about two in ten (21%) said the paperwork was a small problem. Furthermore, few (2%, down from 17% in 2001) reported that the paperwork from their health plan was a big problem.

## Composite E: Health Plan's Customer Service (cont'd)



\*To get the percentage shown for the composite score, we averaged the answers to three individual survey questions. These questions asked members to tell how much of a problem, during the last six months, they had:

- Finding or understanding the information in the written materials or on the Internet (AQ37)
- Getting the help they needed when calling their health plan's customer service (AQ39)
- With paperwork for their health plan (AQ41)

Base=For these three questions on "health plan's customer service," members didn't answer if the question asked about experiences they had *not* had in the previous 6 months

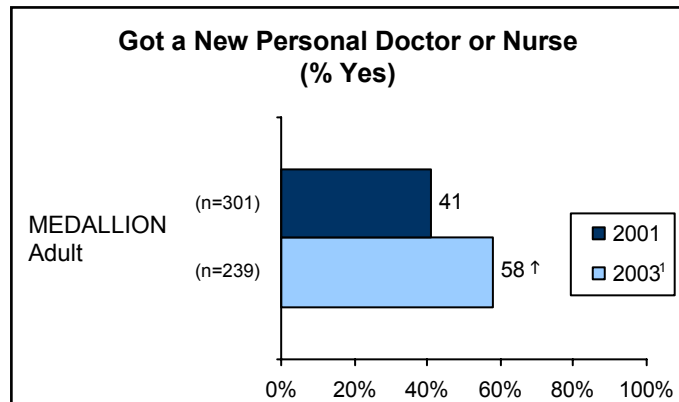
Note: In 2003, AQ37 asked about problems finding information in written materials or on the Internet, while in 2001, this question asked about finding information in written materials only.

**MEDALLION ADULT MEMBERS'  
EXPERIENCE WITH THEIR PERSONAL DOCTOR OR NURSE**

# Personal Doctor or Nurse

## MEDALLION Adult

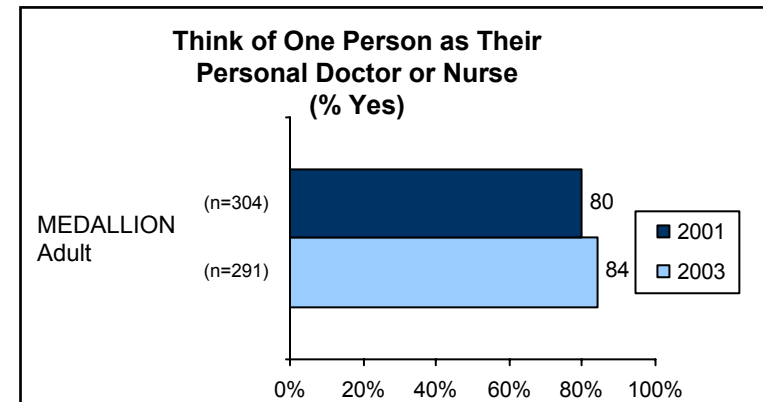
- Members were asked if they had the same personal doctor or nurse before joining their health plan.
  - About six in ten MEDALLION adult members in 2003 (58%, up from 41% in 2001) said they got a new personal doctor or nurse since they joined their health plan.
- Members were also asked if they had one person they thought of as their personal doctor or nurse.
  - More than eight in ten MEDALLION adult members in 2003 (84%) said they have one person they think of as their personal doctor or nurse.



Base=Those answering (AQ6)

<sup>1</sup>Base=Those who have one person they think of as their personal doctor or nurse and answering

Note: In 2003, this question asked respondents whether they had the same personal doctor or nurse before joining their health plan, while in 2001, this question asked whether they got a new personal doctor or nurse since they joined their plan.

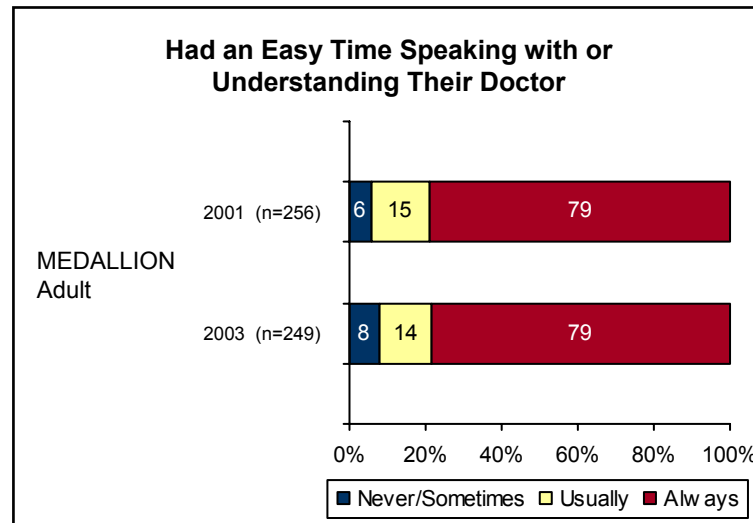


Base=Those answering (AQ4)

## Personal Doctor or Nurse (cont'd)

### MEDALLION Adult

- Members who visited a doctor's office or clinic in the past six months were asked how often they had an easy time speaking with or understanding their doctor or other health care provider.
  - In 2003, nearly eight in ten MEDALLION adult members (79%) said that they always had an easy time speaking with or understanding their doctor or other health care provider. In addition, about one in seven (14%) said they usually did. On the other hand, less than one in ten (8%) said they never or only sometimes had an easy time speaking with or understanding their doctor or other health care provider.



Base=Those who went to a doctor's office or clinic in the last 6 months and able to rate (AQ29)

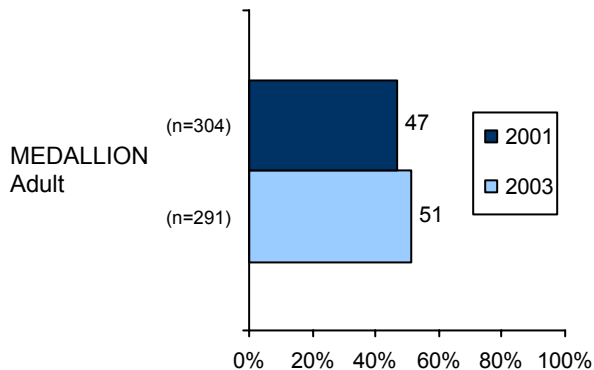
**MEDALLION ADULT MEMBERS'  
EXPERIENCE WITH GETTING HEALTH CARE FROM A SPECIALIST**

# Getting Health Care From a Specialist

## MEDALLION Adult

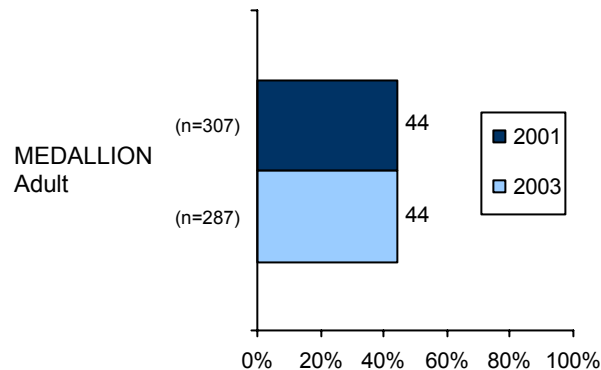
- Members were asked whether, in the previous six months, they thought they needed to see a specialist.
  - About one-half of the MEDALLION adult members in 2003 (51%) said they did.
- Members were also asked whether they saw a specialist in the previous six months.
  - More than four in ten MEDALLION adult members in 2003 (44%) said they did.
- Members who had seen a specialist in the past six months were asked if this doctor was the same doctor as their personal doctor.
  - In 2003, about two in ten MEDALLION adult members (18%) said that the specialist they saw most often in the previous six months was the same as their personal doctor or nurse.

**Thought They Needed to See a Specialist  
(% Yes)**



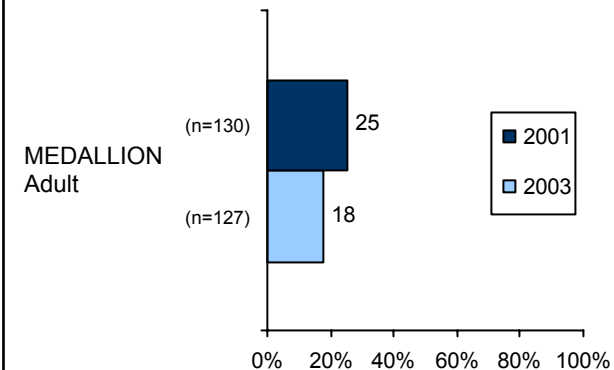
Base=Those answering (AQ8)

**Saw a Specialist  
(% Yes)**



Base=Those answering (AQ10)

**Specialist Saw Most Often Same as  
Personal Doctor  
(% Yes)**



Base=Those who saw a specialist in the last 6 months and answering (AQ12)

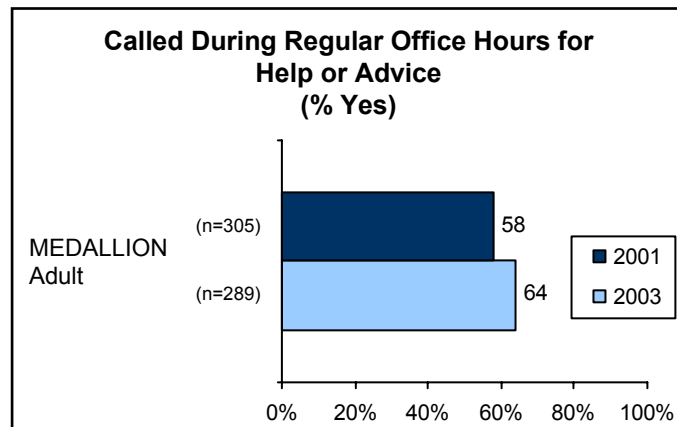
**MEDALLION ADULT MEMBERS'  
EXPERIENCE WITH ACCESS TO HEALTH CARE**



# Access to Health Care

## MEDALLION Adult

- Members were asked whether, in the previous six months, they have called a doctor's office or clinic during regular office hours for help or advice.
  - More than six in ten MEDALLION adult members in 2003 (64%) called a doctor's office or clinic for help or advice during regular office hours.

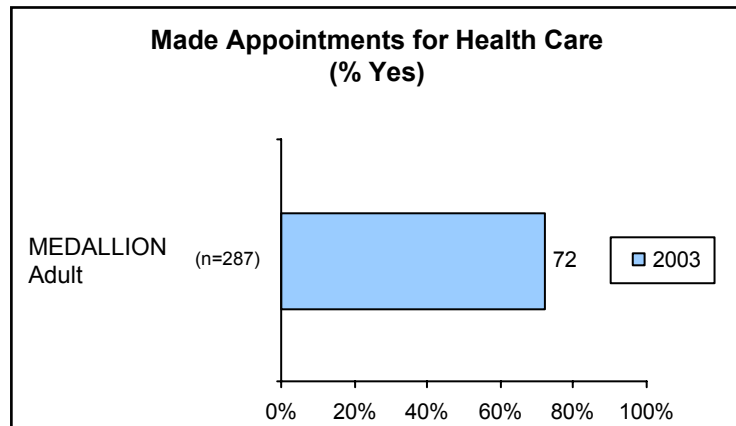


Base=Those answering (AQ13)

## Access to Health Care (cont'd)

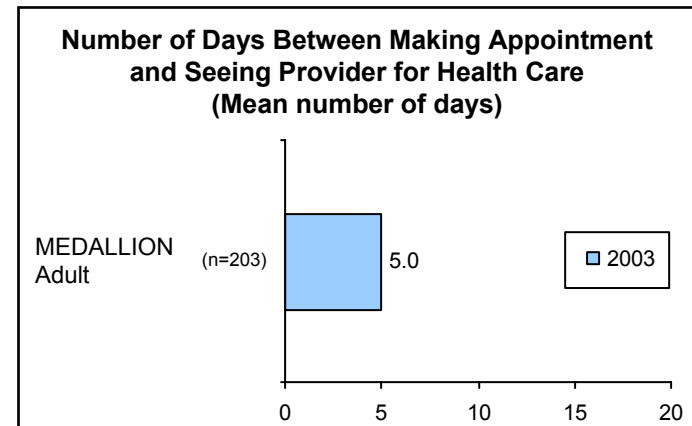
### MEDALLION Adult

- Members were asked whether they had made appointments with a doctor or other health provider for health care in the previous six months.
  - More than seven in ten MEDALLION adult members in 2003 (72%) said that they had done so.
- Members who made an appointment for health care in the past six months were asked how many days they had to wait between making the appointment and seeing a provider.
  - On average, MEDALLION adult members in 2003 had to wait five days to see their provider (5.0).



Base=Those answering (AQ17)

Note: The revisions to the question wording in 2003 changes the respondents' interpretation of the question and is therefore not trendable to 2001.



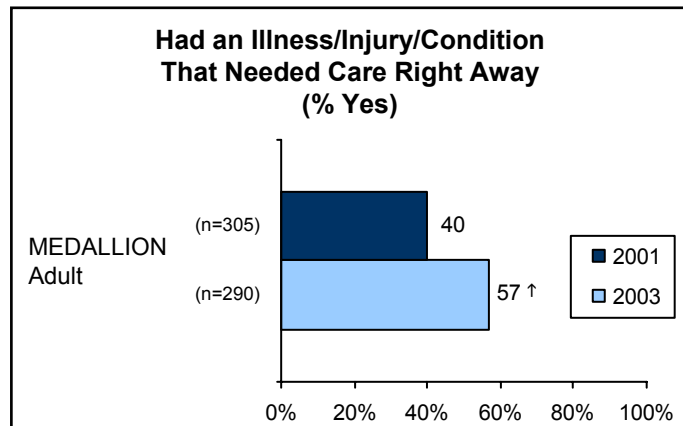
Base=Those who made an appointment for themselves for health care and answering (AQ18a)

Note: The revisions to the question wording in 2003 changes the respondents' interpretation of the question and is therefore not trendable to 2001.

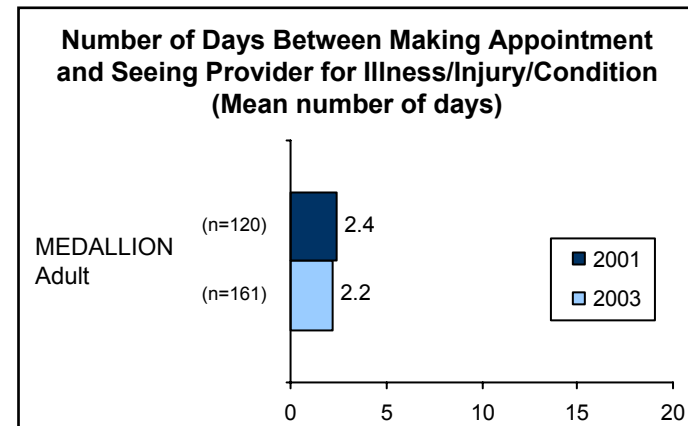
## Access to Health Care (cont'd)

### MEDALLION Adult

- Members were asked if they had an illness, injury or condition in the previous six months that needed care right away from a doctor's office, clinic or emergency room.
  - In 2003, more than one-half of the MEDALLION adult members (57%, up from 40% in 2001) said that they had an illness, injury or condition that needed care right away.
- Members who made an appointment for an illness, injury or condition in the previous six months were asked how many days they had to wait between making the appointment and seeing a provider.
  - MEDALLION adult members in 2003 indicated an average wait time of about two days (2.2).



Base=Those answering (AQ15)

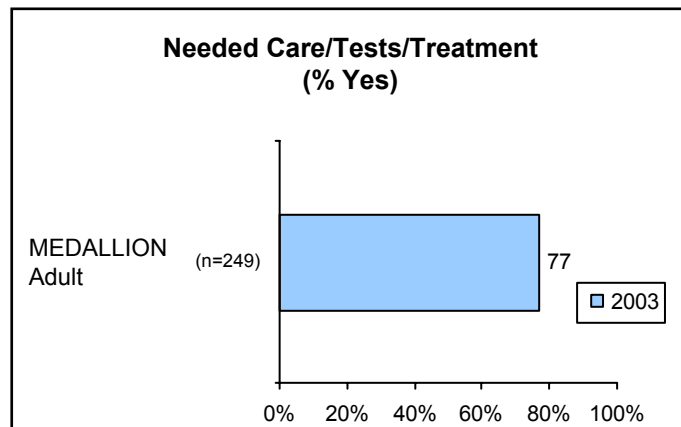


Base=Those who had an illness/injury/condition that needed care right away and answering (AQ16a)

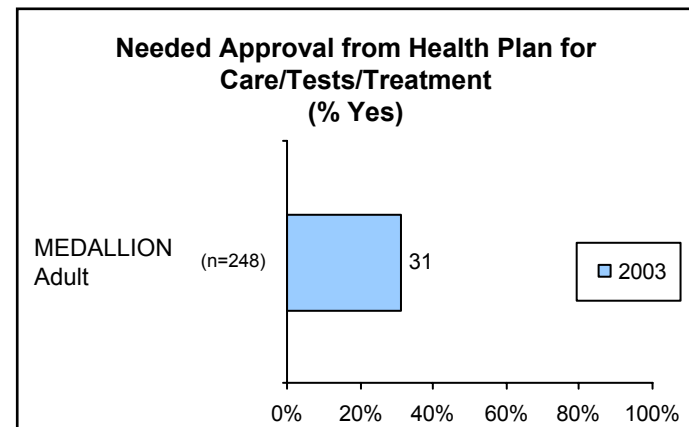
## Access to Health Care (cont'd)

### MEDALLION Adult

- Members who had been to a doctor's office or clinic in the last six months were asked if they or a doctor believed that they needed any care, tests or treatment.
  - More than three-fourths of the MEDALLION adult members in 2003 (77%) said that they or a doctor believed that they needed any care, tests or treatment in the last six months.
- Members who had been to a doctor's office or clinic in the last six months were asked if they needed approval from their health plan for any care, tests or treatment.
  - About three in ten MEDALLION adult members in 2003 (31%) needed such approval from their health plan.



Base=Those who went to a doctor's office/clinic in the last 6 months and answering (AQ21)



Base=Those who went to a doctor's office/clinic in the last 6 months and answering (AQ23)

## **UTILIZATION OF SERVICES BY MEDALLION ADULT MEMBERS**

# Utilization of Services

## MEDALLION Adult

- Adult members were asked if they have been to the emergency room or to a doctor's office or clinic within the past six months.
  - In 2003, more than four in ten MEDALLION adult members (46%) reported visiting the emergency room within the past six months. In addition, the majority (86%) have visited a doctor within that same time frame, visiting four times on average (4.0 times).

		MEDALLION Adult	
		<u>2001</u>	<u>2003</u>
<u>Went to the ER in the past 6 months</u>	n=	(307)	(290)
None		62%	54%
1 or 2 times		27%	33%
3 or more times		11%	13%
<u>Went to doctors' office/clinic in past 6 months</u>	n=	(308)	(290)
None		16%	14%
1 or 2 times		33%	31%
3 or more times		51%	55%
Mean (# of times)		4.0	4.0

Base=Those answering (AQ19,20)

**SPECIAL TOPICS AMONG  
MEDALLION ADULT MEMBERS**

# Pregnancy

## MEDALLION Adult

- Female adult members were asked several questions about pregnancy.
  - In 2003, few of the MEDALLION adult members (3%) who went to a doctor or clinic in the past six months reported that they are currently pregnant.
  - All of those who are currently pregnant have seen a doctor for this pregnancy (100%).
  - Very few female members who are not currently pregnant (3%) said that they have given birth in the last six months.

This table addresses pregnancy among <i>adult female members</i> :			
		MEDALLION Adult	
<u>Pregnancy</u>		<u>2001</u>	<u>2003</u>
Currently pregnant	n=	(179)	(213)
Yes		3%	3%
Have seen a doctor for current pregnancy <sup>1</sup>	n=	(5)*	(7)*
Yes		80%	100%
Have given birth in the last 6 months <sup>2</sup>	n=	(174)	(206)
Yes		3%	3%

Base=Females who went to a doctor's office/clinic in the last 6 months and answering (AQ32b-32d)

<sup>1</sup>Base=Females who are currently pregnant and answering

<sup>2</sup>Base=Females who are not currently pregnant and answering

\*Caution: Small Base



# Interpreter Services

## MEDALLION Adult

- Adult members were asked about their usage of interpreter services in the last six months.
  - In 2003, very few MEDALLION adult members required the services of an interpreter (2%).

This table shows the interpreter services used by <i>adult members</i> :			
		MEDALLION Adult	
		<u>2001</u>	<u>2003</u>
<u>Needed an interpreter</u>	n=	(308)	(291)
Yes		2%	2%
<u>Got an interpreter when needed<sup>1</sup></u>	n=	(6)*	(6)*
Never/Sometimes		33%	67%
Usually		0%	0%
Always		67%	33%

Base=Those answering (AQ34,35)

<sup>1</sup>Base=Those who needed an interpreter to help speak with doctors or other health providers and able to rate

\*Caution: Small Base

# Transportation Services

## MEDALLION Adult

- Adult members were asked about their usage of transportation services in the last six months.
  - In 2003, more than one in ten MEDALLION adult members called their health plan to receive help with transportation (12%, down from 21% in 2001).

This table shows the transportation services used by <i>adult members</i> :			
		MEDALLION Adult	
		2001	2003
<u>Called for help with transportation</u>	n=	(306)	(290)
Yes		21%	12%↓
<u>Received help with transportation<sup>1</sup></u>	n=	(64)	(34)*
Never/Sometimes		38%	35%
Usually		16%	12%
Always		47%	53%
<u>Transportation met needs<sup>2</sup></u>	n=	(55)	(31)*
Never/Sometimes		35%	32%
Usually		13%	26%
Always		53%	42%

Base=Those answering (AQ42a-42c)

<sup>1</sup>Base=Those who called their health plan to get help with transportation and able to rate

<sup>2</sup>Base=Those who received help with transportation from their health plan and able to rate

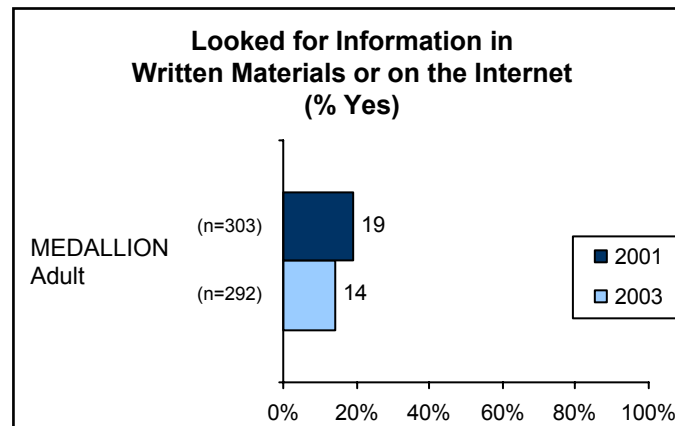
\*Caution: Small Base

**MEDALLION ADULT MEMBERS'  
EXPERIENCE WITH THEIR HEALTH PLAN**

# Health Plan

## MEDALLION Adult

- Members were asked whether they had looked for any information in written materials or on the Internet from their health plan in the previous six months.
  - Approximately one in seven MEDALLION adult members in 2003 (14%) reported that they looked for information in written materials or on the Internet from their health plan.



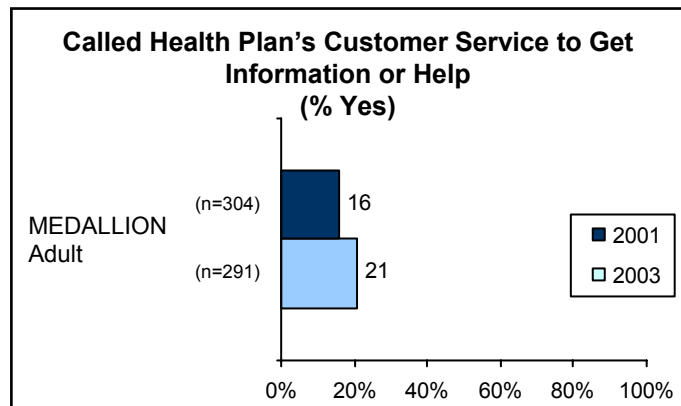
Base=Those answering (AQ36)

Note: In 2003, this question asked if respondents looked for information in written materials or on the Internet, while in 2001, this question asked about looking for information in written materials only.

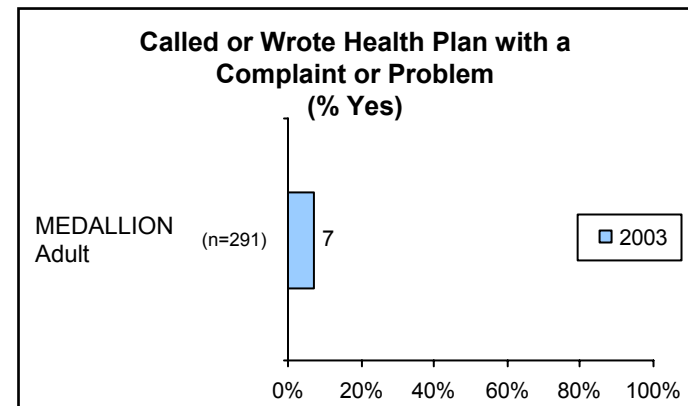
## Health Plan (cont'd)

### MEDALLION Adult

- Members were asked whether they had called their health plan's customer service to get information or help in the previous six months.
  - About two in ten MEDALLION adult members in 2003 (21%) reported calling their health plan's customer service to get information or help.
- Members were then asked whether they had called or written their health plan with a complaint or problem in the previous six months.
  - Less than one in ten MEDALLION adult members in 2003 (7%) said they called or wrote their health plan with a complaint or problem.



Base=Those answering (AQ38)

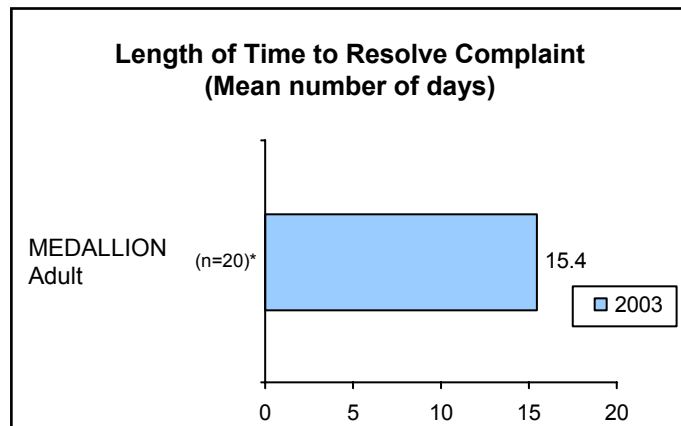


Base=Those answering (AQ39a)

## Health Plan (cont'd)

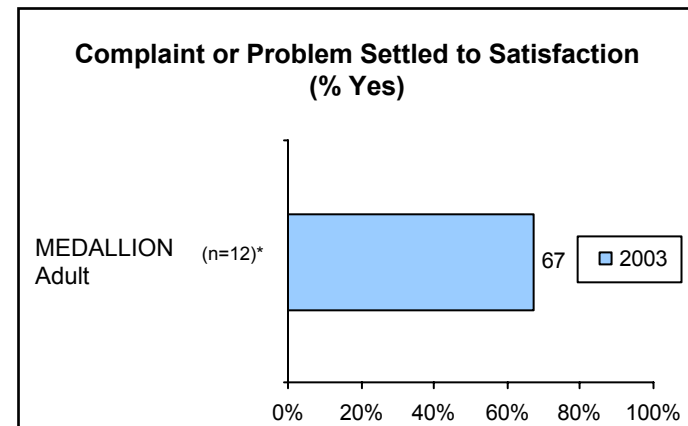
### MEDALLION Adult

- Members who had called or written their health plan with a complaint or problem in the previous six months were then asked how long it took for their health plan to resolve their complaint or problem.
  - MEDALLION adult members in 2003 reported that it took an average of fifteen days (15.4 days) from the time they made the complaint until it was resolved.
- Members whose complaint or problem has been resolved were asked if their complaint or problem had been settled to their satisfaction.
  - About two-thirds of the MEDALLION adult members in 2003 (67%) reported that their complaint or problem had been settled to their satisfaction.



Base=Those who have called or written their health plan with a complaint or problem and answering (AQ39b)

\*Caution: Small Base



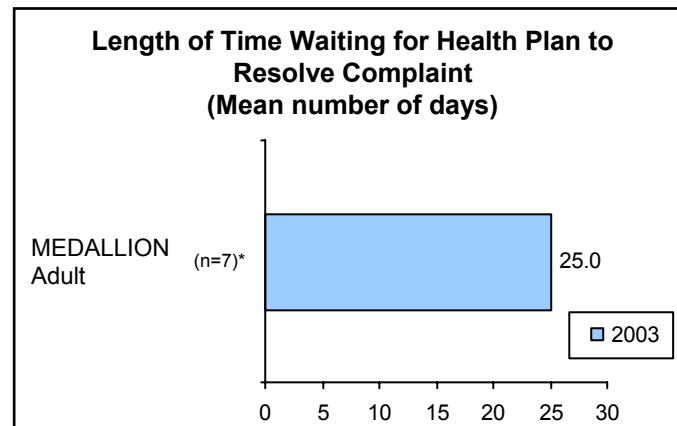
Base=Those who have called or written their health plan with a complaint or problem, had their complaint or problem resolved and answering (AQ39c)

\*Caution: Small Base

## Health Plan (cont'd)

### MEDALLION Adult

- Members whose complaint or problem had not yet been resolved were asked how long they have been waiting for their health plan to resolve it.
  - MEDALLION adult members in 2003 reported that they have been waiting twenty-five days (25.0 days), on average, for their complaint or problem to be resolved.

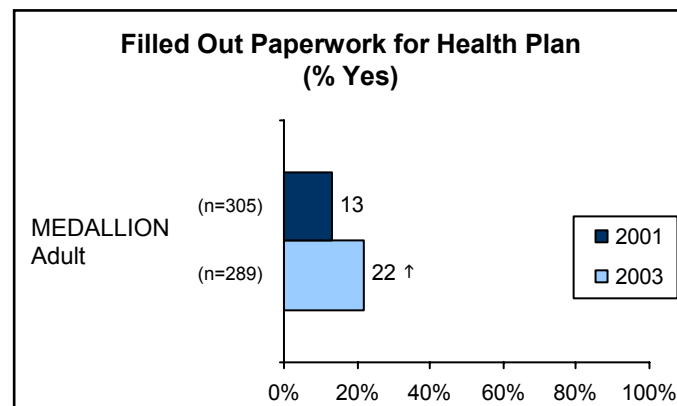


Base=Those who have called or written their health plan with a complaint or problem and are still waiting for their complaint or problem to be resolved and answering (AQ39d)

## Health Plan (cont'd)

### MEDALLION Adult

- Members were asked whether they had filled out any paperwork for their health plan.
  - About two in ten MEDALLION adult members in 2003 (22%, up from 13% in 2001) said they had filled out any paperwork.



Base=Those answering (AQ40)

Note: In 2003, this question asked respondents whether they filled out any paperwork for their plan, while in 2001, respondents were asked whether they had any experiences with paperwork from their plan.



## **SURVEY RESULTS AMONG CHILD MEMBERS**

## **CHARACTERISTICS OF CHILD MEMBERS**

# Characteristics of Child Members

This table shows the demographics of <i>child members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Age</u> <sup>1</sup>	n=	(534)	(299)	(396)	(233)	(218)	(296)	(83)	(295)
Mean (# of years)		9.5	9.5	9.6	7.4↓	9.4	10.7↑	9.7	8.6
Median (# of years)		9.5	10.0	10.0	7.0	9.0	11.0	9.0	8.0
<u>Gender</u>	n=	(535)	(297)	(396)	(233)	(218)	(295)	(84)	(299)
Male		54%	52%	55%	41%↓	52%	53%	56%	46%
Female		46%	48%	45%	59%↑	48%	47%	44%	54%
<u>Ethnic Background*</u>	n=	(535)	(297)	(396)	(234)	(218)	(295)	(84)	(299)
White/Caucasian		59%	72%↑	30%	38%↑	60%	88%↑	37%	51%↑
Black/African-American		32%	23%↓	69%	53%↓	28%	10%↓	56%	34%↓
Hispanic or Latino		8%	6%	5%	11%↑	14%	3%↓	7%	15%↑
Other		6%	8%	3%	12%↑	6%	4%	4%	19%↑
<u>Overall Health Status</u> <sup>1</sup>	n=	(532)	(300)	(395)	(234)	(218)	(300)	(84)	(300)
Excellent/Very good		66%	73%↑	66%	76%↑	76%	78%	63%	82%↑
Good		23%	22%	25%	18%↓	22%	16%	25%	14%↓
Fair/Poor		10%	5%↓	10%	6%	3%	6%	12%	4%↓
<u>Language Child Mainly Speaks at Home</u>	n=	(na)	(290)	(na)	(228)	(na)	(291)	(na)	(290)
English		na	95%	na	93%	na	100%	na	88%
Spanish		na	2%	na	4%	na	<1%	na	9%
Other		na	3%	na	3%	na	0%	na	3%

Base=Those answering (CQ82,97-100,105/86,101-104,109)

<sup>1</sup>Base=Those able to rate

\*Multiple Responses Accepted

na=not asked

## Characteristics of Child Members (cont'd)

This table shows the health status characteristics of <i>child members</i> :					
		MEDALLION Child	Medallion II Child	FAMIS PCCM	FAMIS MCO
		<u>2003</u>	<u>2003</u>	<u>2003</u>	<u>2003</u>
<u>Prescription Medicine Use (% Yes)</u>	n=	(301)	(234)	(300)	(300)
Currently needs or uses medicine prescribed by a doctor		42%	34%	45%	30%
	n=	(127)	(77)	(135)	(89)
Because of any medical, behavioral or other health condition <sup>1</sup>		86%	82%	89%	80%
	n=	(108)	(60)	(119)	(67)
Is a condition that lasted or is expected to last for at least 12 months <sup>2</sup>		88%	82%	92%	79%
<u>Service Use (% Yes)</u>	n=	(301)	(230)	(301)	(300)
Needs or uses more medical care, mental health or educational services than is usual for most children their age		21%	18%	14%	10%
	n=	(62)	(41)	(43)	(30)*
Because of any medical, behavioral or other health condition <sup>3</sup>		94%	83%	95%	87%
	n=	(58)	(34)*	(41)	(24)*
Is a condition that lasted or is expected to last for at least 12 months <sup>4</sup>		90%	97%	93%	92%

Base=Those answering (CQ83-88/87-92)

<sup>1</sup>Base=Those whose child needs or uses medicine prescribed by a doctor and answering

<sup>2</sup>Base=Those whose child needs or uses medicine prescribed by a doctor because of any medical, behavioral or other health conditions and answering

<sup>3</sup>Base=Those whose child needs or uses more services than is usual for most children their age and answering

<sup>4</sup>Base=Those whose child needs or uses more services than is usual for most children because of any medical, behavioral or other health conditions and answering

\*Caution: Small Base (n=<35). There is a high level of sampling error around this data.

## Characteristics of Child Members (cont'd)

This table shows the health status characteristics of <i>child members</i> :					
		MEDALLION Child	Medallion II Child	FAMIS PCCM	FAMIS MCO
		<u>2003</u>	<u>2003</u>	<u>2003</u>	<u>2003</u>
<u>Functional Limitations (% Yes)</u>	n=	(300)	(233)	(301)	(300)
Is limited or prevented in any way in their ability to do things most children their age can do		10%	13%	10%	7%
Because of any medical, behavioral or other health condition <sup>1</sup>	n=	(30)*	(31)*	(31)*	(22)*
		87%	65%	77%	82%
Is a condition that lasted or is expected to last for at least 12 months <sup>2</sup>	n=	(26)*	(20)*	(24)*	(18)*
		96%	90%	92%	94%
<u>Special Therapies (% Yes)</u>	n=	(301)	(233)	(301)	(300)
Needs or gets special therapy, such as physical, occupational or speech therapy		7%	4%	6%	6%
Because of any medical, behavioral or other health condition <sup>3</sup>	n=	(19)*	(9)*	(16)*	(17)*
		79%	78%	56%	53%
Is a condition that lasted or is expected to last for at least 12 months <sup>4</sup>	n=	(15)*	(7)*	(9)*	(7)*
		93%	100%	100%	100%
<u>Mental Health Services (% Yes)</u>	n=	(301)	(232)	(300)	(300)
Has any kind of emotional, developmental or behavioral problem for which they need or get treatment or counseling		16%	15%	14%	9%
Is a condition that lasted or is expected to last for at least 12 months <sup>5</sup>	n=	(49)	(33)*	(43)	(27)*
		90%	88%	84%	96%

Base=Those answering (CQ89-96/93-100)

<sup>1</sup>Base=Those whose child is limited/prevented in their ability to do what most children their age can do and answering

<sup>2</sup>Base=Those whose child is limited/prevented because of any medical, behavioral or other health conditions and answering

<sup>3</sup>Base=Those whose child needs or gets special therapy and answering

<sup>4</sup>Base=Those whose child needs or gets special therapy because of any medical, behavioral or other health conditions and answering

<sup>5</sup>Base=Those whose child has an emotional, developmental or behavioral problem for which they need/get treatment or counseling and answering

\*Caution: Small Base (n=<35). There is a high level of sampling error around this data.

## Characteristics of Child Members (cont'd)

This table shows the health plan characteristics of *child members*:

		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		2001	2003	2001	2003	2001	2003	2001	2003
<u>Enrolled in a Managed Care Program</u>	n=	(na)	(na)	(367)	(223)	(na)	(na)	(78)	(290)
Yes		na	na	84%	82%	na	na	87%	82%
<u>Length of Time in Program (Consecutively)</u>	n=	(521) <sup>1</sup>	(300)	(304) <sup>1</sup>	(226)	(211) <sup>1</sup>	(293)	(66) <sup>1</sup>	(297)
Less than 6 months		5%	<1%↓	6%	9%	12%	2%↓	9%	5%
6 up to 12 months		12%	3%↓	18%	11%↓	22%	5%↓	26%	12%↓
12 up to 24 months		15%	8%↓	17%	25%↑	22%	17%	23%	44%↑
2 up to 5 years		35%	39%	36%	43%	27%	67%↑	32%	37%
5 or more years		32%	50%↑	23%	12%↓	17%	9%↓	11%	2%↓
	n=	(na)	(na)	(306)	(179)	(na)	(na)	(66)	(233)
Chose their child's health plan <sup>1</sup>		na	na	64%	64%	na	na	61%	53%
Was told which health plan their child was in <sup>1</sup>		na	na	36%	36%	na	na	39%	47%
<u>Received Information Before Signing Up<sup>1</sup></u>	n=	(na)	(na)	(306)	(180)	(na)	(na)	(68)	(234)
Yes		na	na	77%	73%	na	na	74%	73%
<u>How Much Information Was Correct<sup>2</sup></u>	n=	(na)	(na)	(233)	(130)	(na)	(na)	(49)	(169)
All of it		na	na	73%	75%	na	na	63%	67%
Most of it		na	na	20%	18%	na	na	27%	25%
Some of it		na	na	6%	6%	na	na	10%	8%
None of it		na	na	1%	0%	na	na	0%	0%

Base=Those answering (CQ3/3,72-75)

<sup>1</sup>Base=Those whose child is covered by a health plan and answering

<sup>2</sup>Base=Those who got information about their child's health plan before signing up for it and answering

na=not asked

Note: In 2001, respondents who reported being covered by a plan were asked how long they had been a member. However, in 2003, all respondents were asked this question.

## Characteristics of Child Members (cont'd)

This table shows the demographics of the <i>parent or guardian of child members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Age of Parent/Guardian</u>	n=	(532)	(299)	(395)	(233)	(216)	(295)	(84)	(300)
Mean (# of years)		38.9	35.6↓	37.5	33.8↓	35.9	35.6	35.6	35.8
Median (# of years)		37.8	35.1	36.9	32.2	36.2	37.1	35.0	36.8
<u>Gender</u>	n=	(535)	(300)	(396)	(232)	(218)	(295)	(84)	(299)
Male		8%	8%	6%	8%	12%	9%	10%	14%
Female		92%	92%	94%	92%	88%	91%	90%	86%
<u>Education</u>	n=	(529)	(298)	(389)	(234)	(216)	(294)	(84)	(298)
High school or less		69%	68%	63%	62%	63%	67%	51%	56%
Some college or more		31%	32%	37%	38%	37%	33%	49%	44%
<u>Language Mainly Spoken at Home</u>	n=	(533)	(295)	(396)	(229)	(218)	(292)	(84)	(297)
English		88%	91%	98%	90%↓	79%	98%↑	95%	81%↓
Spanish		4%	3%	1%	6%↑	9%	1%↓	1%	13%↑
Other		8%	6%	1%	5%↑	12%	1%↓	4%	5%
<u>Relationship to Child (Most frequent responses)</u>	n=	(529)	(291)	(394)	(224)	(218)	(291)	(84)	(297)
Mother/Father		81%	90%↑	79%	86%↑	95%	98%	96%	99%
Grandparent		13%	7%↓	11%	11%	3%	2%	1%	1%
Legal Guardian		3%	2%	5%	2%↓	2%	<1%	0%	<1%
Aunt/Uncle		2%	1%	4%	1%↓	0%	0%	2%	0%
<u>Listed as Child's Payee/Guardian</u>	n=	(530)	(297)	(393)	(234)	(213)	(289)	(81)	(291)
Yes		94%	95%	96%	94%	93%	94%	94%	94%

Base=Those answering (CQ101-104,106,107/105-108,110,111)

## **OVERALL RATINGS AMONG CHILD MEMBERS**



## Overall Ratings

- Respondents were asked to give their overall ratings of their child's personal doctor, specialists, health care and health plan. The charts on the following pages show the results for these survey questions.

### **MEDALLION and Medallion II Child**

#### *Personal Doctor/Nurse*

- MEDALLION respondents in 2003 gave their child's personal doctor or nurse an average rating of 8.8, with 65% specifically giving a very positive rating of 9 or 10. In addition, one-fourth (25%) rated their child's personal doctor or nurse as a 7 or 8. On the other hand, one in ten (10%) gave their child's personal doctor or nurse a rating of 0 to 6.
- Similarly, Medallion II respondents in 2003 gave their child's personal doctor or nurse an average rating of 8.7, with two-thirds of these respondents (66%) rating their child's personal doctor or nurse overall very positively (rating 9 or 10) and nearly one-fourth (24%) giving a rating of 7 or 8. Furthermore, about one in ten (9%) gave a negative rating of 0 to 6.

#### *Specialist*

- In 2003, MEDALLION respondents gave their child's specialist an average rating of 8.6, with 58% specifically giving a very positive rating of 9 or 10. In addition, about three in ten (31%) rated their child's specialist as a 7 or 8. On the other hand, one in ten (10%) gave their child's specialist a rating of 0 to 6.
- In comparison, Medallion II respondents in 2003 gave their child's specialist an average rating of 8.1, with 60% specifically giving a very positive rating of 9 or 10. In addition, two in ten (20%) rated their child's specialist as a 7 or 8, while an identical proportion (20%) gave their child's specialist a rating of 0 to 6.

#### *Health Care*

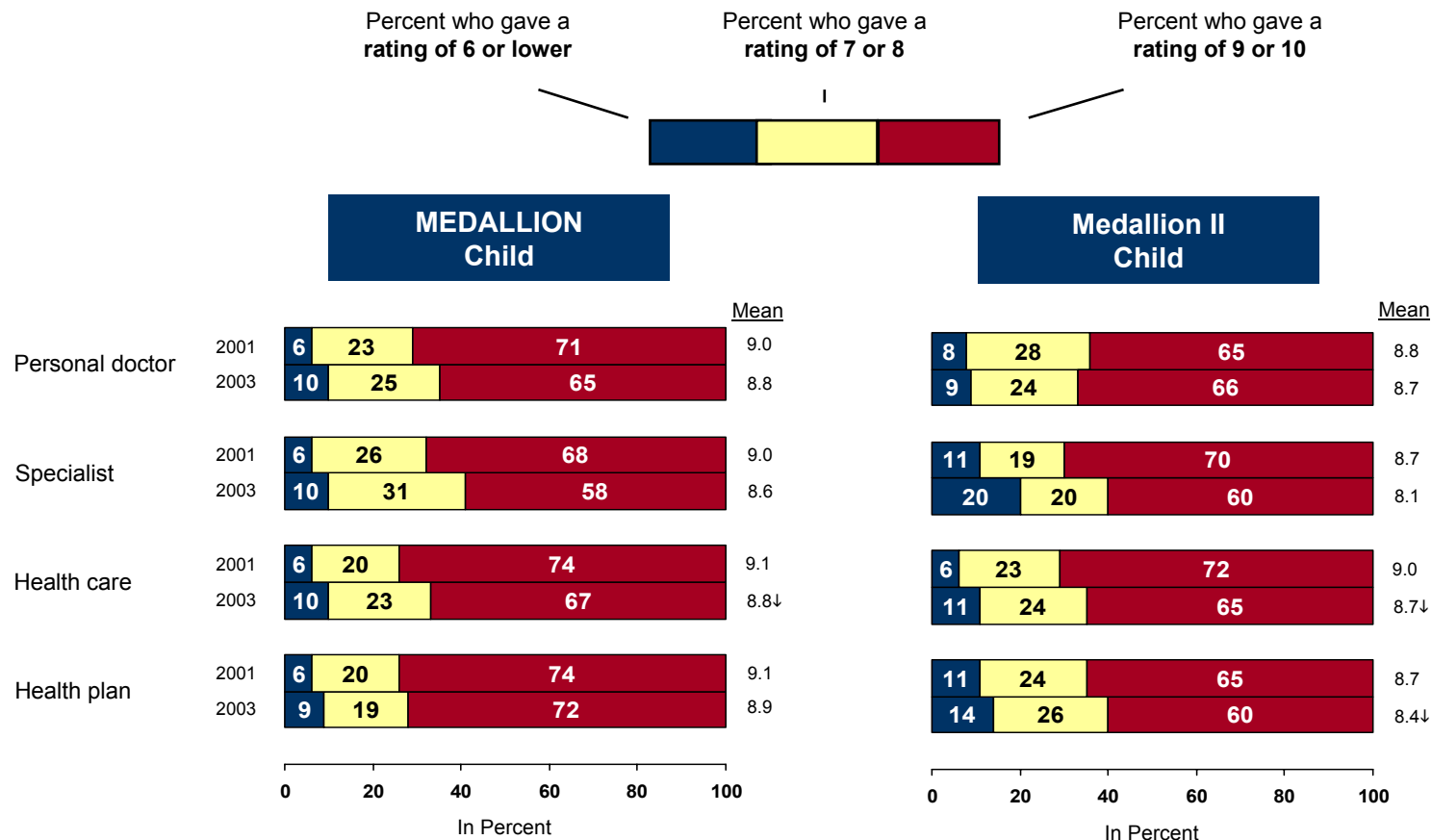
- MEDALLION respondents in 2003 gave their child's overall health care an average rating of 8.8 (down from 9.1 in 2001), with about two-thirds of these respondents (67%) rating their child's health care overall very positively (rating 9 or 10) and nearly one-fourth (23%) giving a rating of 7 or 8. Conversely, one in ten (10%) gave a negative rating of 0 to 6 for their child's health care overall.
- Similarly, Medallion II respondents in 2003 gave their child's health care overall an average rating of 8.7 (down from 9.0 in 2001), with about two-thirds of these respondents (65%) rating their child's health care overall very positively (rating 9 or 10) and nearly one-fourth (24%) giving a rating of 7 or 8. Furthermore, about one in ten (11%) gave a negative rating of 0 to 6.

## Overall Ratings (cont'd)

### *Health Plan*

- MEDALLION respondents in 2003 gave their child's health plan an average rating of 8.9, with about seven in ten (72%) rating their child's health plan very positively (rating 9 or 10), and about two in ten (19%) rating their child's health plan as a 7 or 8. On the other hand, about one in ten (9%) gave their child's health plan negative ratings (rating 0 to 6).
- In comparison, Medallion II respondents in 2003 gave their child's health plan an average rating of 8.4 (down from 8.7 in 2001), with 60% specifically giving a very positive rating of 9 or 10. In addition, about one-fourth (26%) rated their child's health plan as a 7 or 8. Conversely, about one in seven (14%) gave a negative rating of 0 to 6 for their child's health plan overall.
  - Notably, MEDALLION respondents were more likely than the Medallion II respondents to give higher ratings, on average, for their child's health plan overall (8.9 vs. 8.4).
  - Specifically, MEDALLION respondents were more likely to give their child's health plan a very positive rating of 9 or 10 compared to their Medallion II counterparts (72% vs. 60%).

## Overall Ratings (cont'd)



Respondents were asked to rate the following on a scale of “0 to 10,” where a “0” means worst possible and a “10” means best possible:

- Their personal doctor or nurse (CQ5/5)
- The specialist they see most often (CQ15/15)
- The health care they’ve received in the past 6 months (CQ49/49)
- Their health insurance plan (CQ78/82)

Base=Those able to rate based on experience

## Overall Ratings (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Personal Doctor/Nurse*

- FAMIS PCCM respondents in 2003 gave their child's personal doctor or nurse an average rating of 8.8, with 66% specifically giving a very positive rating of 9 or 10. In addition, nearly one-fourth (24%) rated their child's personal doctor or nurse as a 7 or 8. On the other hand, one in ten (10%) gave their child's personal doctor or nurse a rating of 0 to 6.
- Similarly, FAMIS MCO respondents in 2003 gave their child's personal doctor or nurse an average rating of 8.8, with two-thirds of the respondents (66%) rating their child's personal doctor or nurse overall very positively (rating 9 or 10) and nearly one-fourth (24%) giving a rating of 7 or 8. Furthermore, one in ten (10%) gave a negative rating of 0 to 6.

#### *Specialist*

- In 2003, FAMIS PCCM respondents gave their child's specialist an average rating of 8.4, with 68% specifically giving a very positive rating of 9 or 10. In addition, about one in seven (14%) rated their child's specialist as a 7 or 8. On the other hand, roughly two in ten (18%) gave their child's specialist a rating of 0 to 6.
- In comparison, FAMIS MCO respondents in 2003 gave their child's specialist an average rating of 8.2, with 62% specifically giving a very positive rating of 9 or 10. In addition, about two in ten (21%) rated their child's specialist as a 7 or 8. Furthermore, about one in six (16%) gave their child's specialist a rating of 0 to 6.

#### *Health Care*

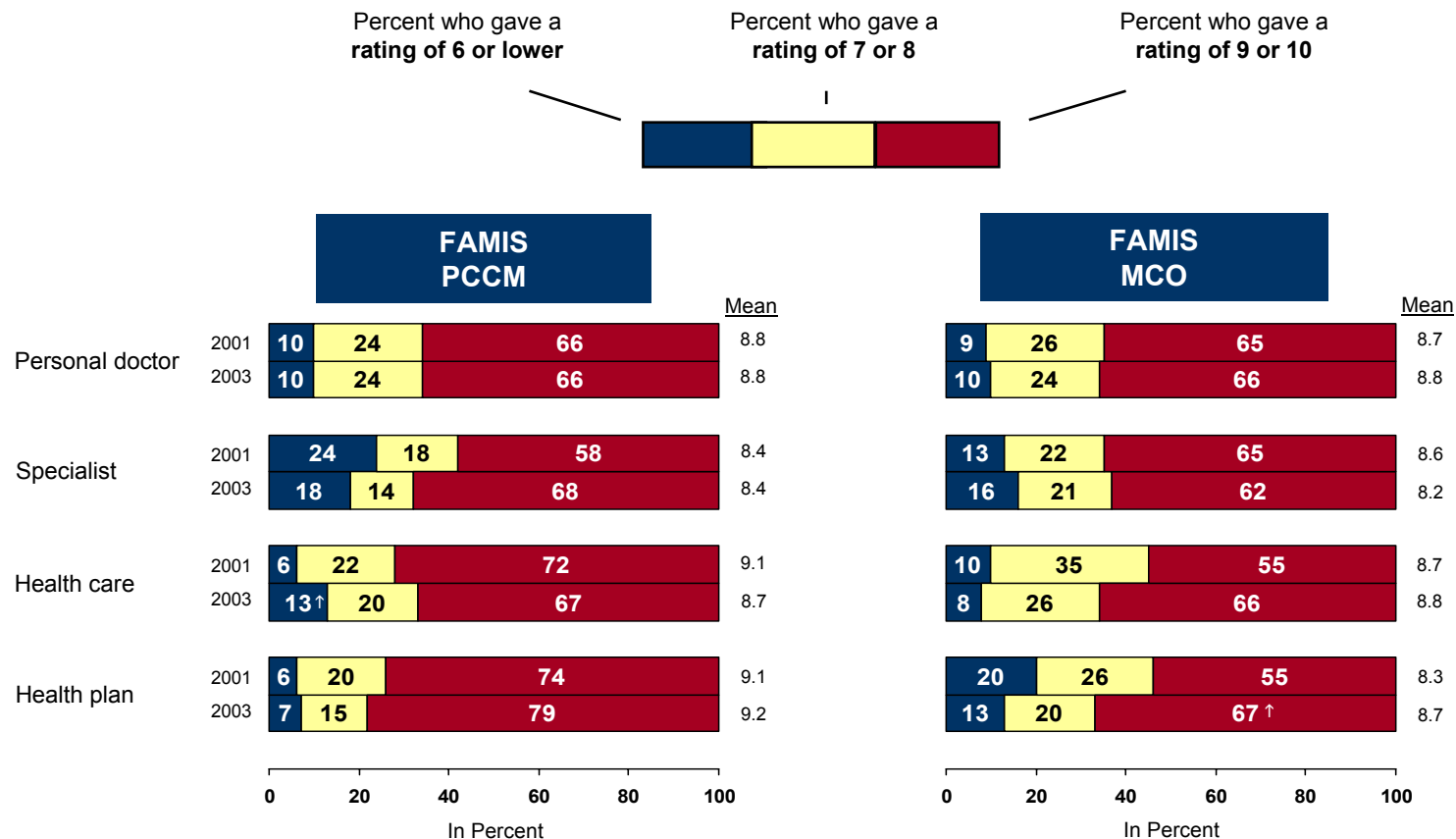
- FAMIS PCCM respondents in 2003 gave their child's health care overall an average rating of 8.7, with about two-thirds of the respondents (67%) rating their child's health care overall very positively (rating 9 or 10) and two in ten (20%) giving a rating of 7 or 8. Conversely, just more than one in ten (13%, up from 6% in 2001) gave a negative rating of 0 to 6 for their child's health care overall.
- Similarly, FAMIS MCO respondents in 2003 gave their child's health care overall an average rating of 8.8, with two-thirds of the respondents (66%) rating their child's health care overall very positively (rating 9 or 10) and about one-fourth (26%) giving a rating of 7 or 8. Furthermore, about one in ten (8%) gave a negative rating of 0 to 6.

## Overall Ratings (cont'd)

### *Health Plan*

- FAMIS PCCM respondents in 2003 gave their child's health plan an average rating of 9.2, with nearly eight in ten (79%) rating their child's health plan very positively (rating 9 or 10), and about one in seven (15%) rating their child's health plan as a 7 or 8. Conversely, less than one in ten (7%) gave their child's health plan negative ratings (rating 0 to 6).
- In comparison, FAMIS MCO respondents in 2003 gave their child's health plan an average rating of 8.7, with 67% (up from 55% in 2001) specifically giving a very positive rating of 9 or 10. In addition, two in ten (20%) rated their child's health plan as a 7 or 8, and another 13% gave a negative rating of 0 to 6 for their child's health plan overall.
  - Notably, FAMIS PCCM respondents were more likely than the FAMIS MCO respondents to give higher ratings, on average, for their child's health plan overall (9.2 vs. 8.7).
  - Specifically, FAMIS PCCM respondents were more likely to give their child's health plan a rating of 9 or 10 compared to their FAMIS MCO counterparts (79% vs. 67%).

## Overall Ratings (cont'd)



Respondents were asked to rate the following on a scale of "0 to 10," where a "0" means worst possible and a "10" means best possible:

- Their personal doctor or nurse (CQ5/5)
- The specialist they see most often (CQ15/15)
- The health care they've received in the past 6 months (CQ49/49)
- Their health insurance plan (CQ78/82)

Base=Those able to rate based on experience

\*Caution: Small Base in FAMIS MCO for Q15 in 2001

## **COMPOSITE SCORES AMONG CHILD MEMBERS**

## Composite A: Getting Needed Care

### **MEDALLION and Medallion II Child**

#### *Composite A: Getting Needed Care*

- The composite score for “Getting Needed Care” in 2003 indicates that the majority of MEDALLION and Medallion II respondents have had no problems with most issues related to getting needed care.
- In 2003, about eight in ten MEDALLION (82%) and Medallion II (80%) respondents said they have had no problems getting needed care, and slightly more than one in ten (12% each) have had only small problems with getting needed care. Furthermore, less than one in ten (6% MEDALLION child, 8% Medallion II child) said that getting their child the care they needed has been a big problem.

#### *Getting a Personal Doctor or Nurse They Are Happy With*

- Three-fourths of the MEDALLION respondents in 2003 (75%) said they have had no problems getting a personal doctor or nurse for their child with whom they were happy. In addition, about one in seven (15%) said that this has been only a small problem. However, one in ten (10%) reported that getting a personal doctor or nurse for their child with whom they were happy was a big problem.
- Similarly, about seven in ten Medallion II respondents in 2003 (72%) said they have had no problems getting a personal doctor or nurse for their child with whom they were happy, and 23% said that this has been only a small problem. Conversely, one in twenty (5%) reported that getting a personal doctor or nurse for their child with whom they were happy was a big problem.

#### *Getting to See a Specialist When Needed*

- In 2003, nearly seven in ten MEDALLION respondents (69%) reported that they have had no problems getting their child to see a specialist when needed, and two in ten (20%) said that this has been a small problem. Conversely, about one in ten (11%) reported that getting their child to see a specialist when needed was a big problem.
- Among Medallion II respondents in 2003, about two-thirds (67%) said that they have had no problems getting their child to see a specialist when needed. In addition, about one in six (16%) said that this has been a small problem, while a similar proportion (18%) reported that getting their child to see a specialist was a big problem.



## Composite A: Getting Needed Care (cont'd)

### *Getting the Care/Tests/Treatment They or Their Doctor Believed Necessary*

- Roughly nine in ten MEDALLION (88%) and Medallion II (89%) respondents in 2003 said they have had no problems getting the necessary care, tests or treatment, and about one in ten (11% MEDALLION child, 9% Medallion II child) said that this has been only a small problem. Furthermore, few (1% MEDALLION child, 2% Medallion II child) reported that getting the necessary care, tests or treatment for their child was a big problem.

### *Delays in Health Care While They Waited for Approval from Their Health Plan*

- The vast majority of MEDALLION (97%) and Medallion II (93%) respondents in 2003 said they have had no problems with delays in health care, and few (2% each) have had only small problems. Furthermore, only 1% of the MEDALLION respondents and 5% of the Medallion II respondents have had big problems with delays in health care while waiting for approval from their child's plan.
  - Medallion II respondents were more likely than MEDALLION respondents to report having big problems with delays in health care while waiting for approval from their child's health plan (5% vs. 1%).

## Composite A: Getting Needed Care (cont'd)

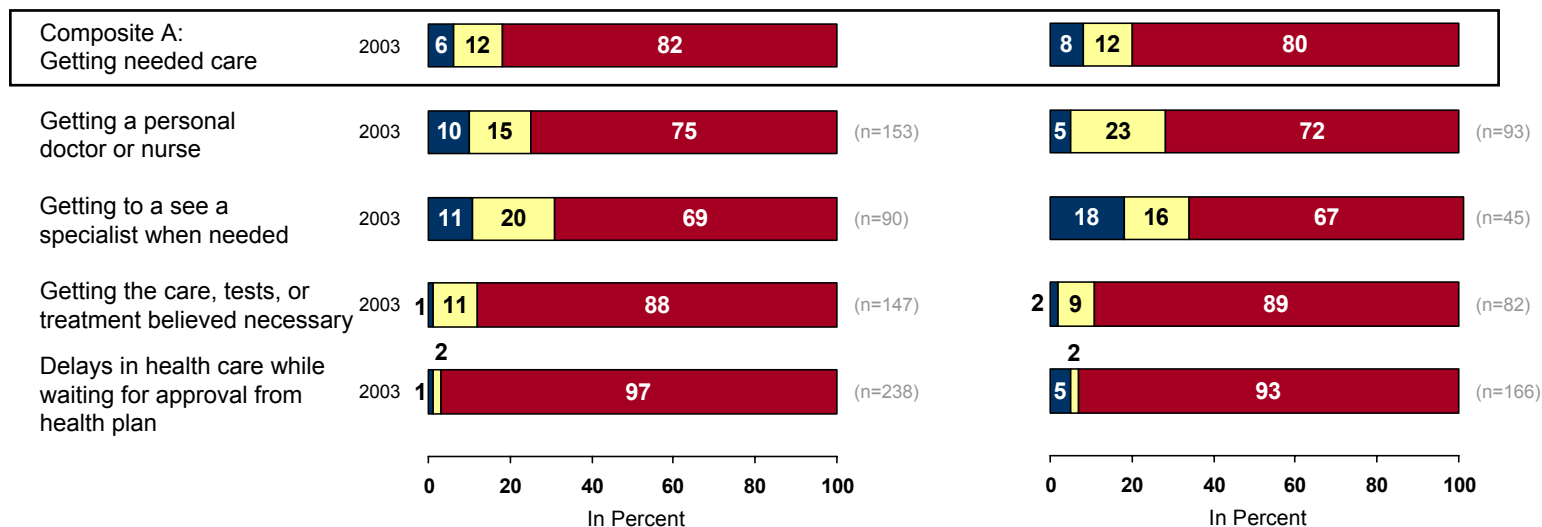
Percent who said they had  
**big problems**  
getting the care they needed

Percent who said they had  
**small problems**  
getting the care they needed

Percent who said they had  
**no problems**  
getting the care they needed

**MEDALLION  
Child**

**Medallion II  
Child**



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how much of a problem, during the last six months, they had:

- Getting a personal doctor or nurse they were happy with (CQ7)
- Getting to see a specialist when needed (CQ13)
- Getting the care/tests/treatment they or their doctor believed necessary (CQ26)
- With delays in health care while they waited for approval from their health plan (CQ28)

Base=For these four questions on "getting needed care," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months  
Note: The composite score for "getting needed care" in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.

## Composite A: Getting Needed Care (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Composite A: Getting Needed Care*

- The composite score for “Getting Needed Care” in 2003 indicates that the majority of FAMIS PCCM and FAMIS MCO respondents have had no problems with most issues related to getting needed care.
- In 2003, about eight in ten FAMIS PCCM (83%) and FAMIS MCO (80%) respondents said they have had no problems getting needed care, and at least one in ten (10% FAMIS PCCM, 14% FAMIS MCO) have had only small problems with getting needed care. Furthermore, 7% of the FAMIS PCCM respondents and 6% of the FAMIS MCO respondents said that getting the care their child needed has been a big problem.

#### *Getting a Personal Doctor or Nurse They Are Happy With*

- About three-fourths of the FAMIS PCCM respondents in 2003 (76%) said they have had no problems getting a personal doctor or nurse for their child with whom they were happy. In addition, 13% said that this has been only a small problem. However, about one in ten (11%) reported that getting a personal doctor or nurse for their child with whom they were happy was a big problem.
- In comparison, about eight in ten FAMIS MCO respondents in 2003 (82%) said they have had no problems getting a personal doctor or nurse for their child with whom they were happy, and 13% said that this has been a small problem. Conversely, about one in twenty (4%) reported that getting a personal doctor or nurse for their child with whom they were happy was a big problem.

#### *Getting to See a Specialist When Needed*

- In 2003, seven in ten FAMIS PCCM respondents (70%) reported that they have had no problems getting their child to see a specialist when needed, and about two in ten (18%) said that this has been a small problem. Conversely, about one in ten (12%) reported that getting their child to see a specialist when needed was a big problem.
- Among FAMIS MCO respondents in 2003, about two-thirds (67%) said that they have had no problems getting their child to see a specialist when needed. In addition, roughly one-fourth (23%) said that this has been a small problem, and 11% reported that getting their child to see a specialist when needed was a big problem.

## Composite A: Getting Needed Care (cont'd)

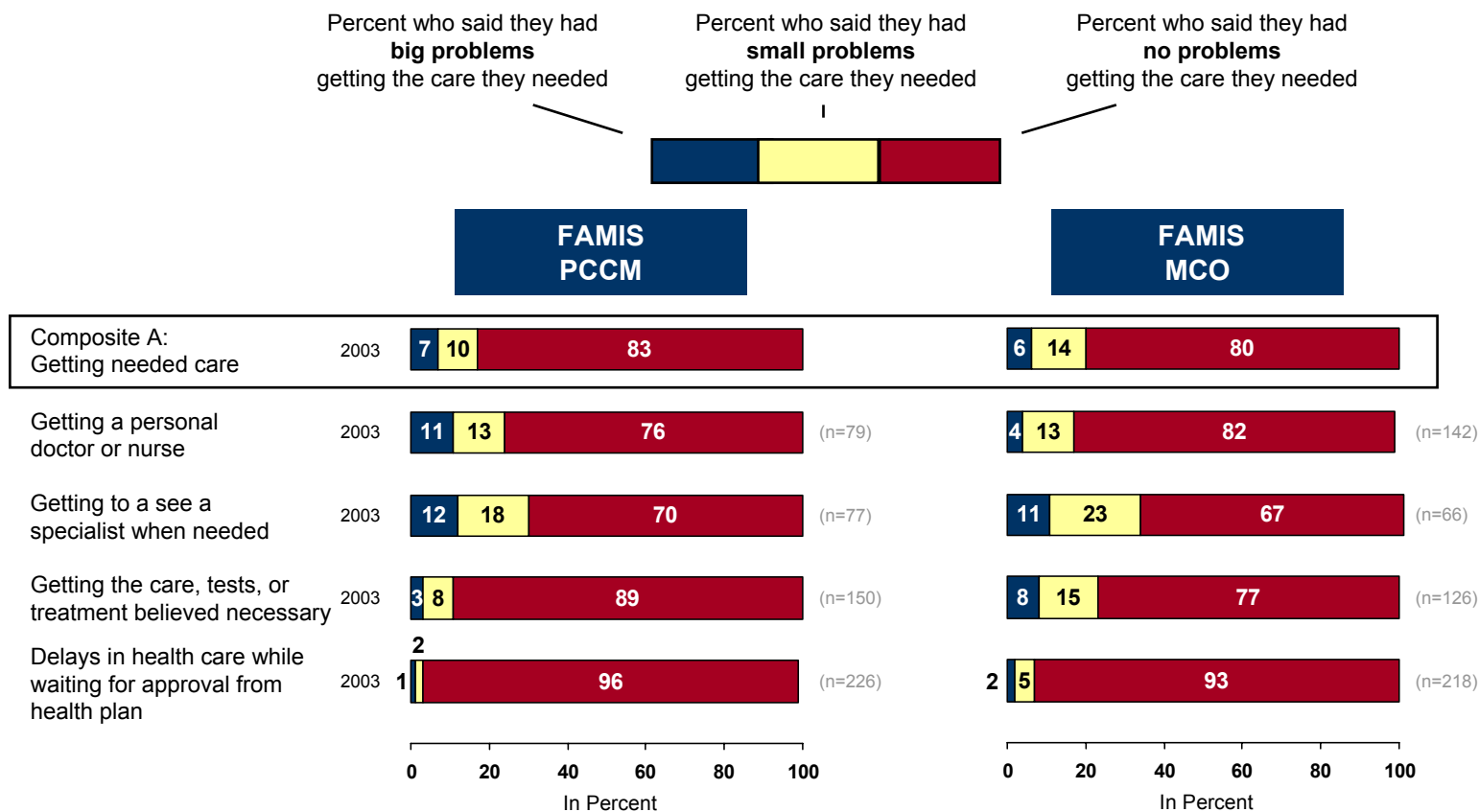
### *Getting the Care/Tests/Treatment They or Their Doctor Believed Necessary*

- Nearly nine in ten FAMIS PCCM respondents in 2003 (89%) said they have had no problems getting the necessary care, tests or treatment, and less than one in ten (8%) said that this has been a small problem. Furthermore, few (3%) reported that getting the necessary care, tests or treatment for their child was a big problem.
- In comparison, about three-fourths of the FAMIS MCO respondents in 2003 (77%) said they have had no problems getting the necessary care, tests or treatment, and about one in seven (15%) said that this has been a small problem. Furthermore, 8% reported that getting the necessary care, tests or treatment for their child was a big problem.
  - Notably, the proportion of FAMIS PCCM respondents who said they have had no problems getting the necessary care, tests or treatment was significantly higher than the FAMIS MCO respondents (89% vs. 77%).

### *Delays in Health Care While They Waited for Approval from Their Health Plan*

- The vast majority of FAMIS PCCM (96%) and FAMIS MCO (93%) respondents in 2003 said they have had no problems with delays in health care, and few (2% FAMIS PCCM, 5% FAMIS MCO) have had only small problems. Furthermore, only 1% of the FAMIS PCCM respondents and 2% of the FAMIS MCO respondents have had big problems with delays in health care while waiting for approval from their child's plan.

## Composite A: Getting Needed Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how much of a problem, during the last six months, they had:

- Getting a personal doctor or nurse they were happy with (CQ7)
- Getting to see a specialist when needed (CQ13)
- Getting the care/tests/treatment they or their doctor believed necessary (CQ26)
- With delays in health care while they waited for approval from their health plan (CQ28)

Base=For these four questions on “getting needed care,” respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

Note: The composite score for “getting needed care” in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.

## Composite B: Getting Care Quickly

### **MEDALLION and Medallion II Child**

#### *Composite B: Getting Care Quickly*

- The 2003 composite score for “Getting Care Quickly” indicates some possible issues with getting care quickly among MEDALLION and Medallion II respondents.
- In 2003, just more than one-half of the MEDALLION (51%) and Medallion II (54%) respondents said they always received care quickly, while about one-fourth (23% MEDALLION, 25% Medallion II) said they never or only sometimes received care quickly.

#### *Received the Help or Advice Needed When Calling During Regular Office Hours*

- Roughly seven in ten MEDALLION (71%) and Medallion II (68%) respondents in 2003 said they always got the help or advice they needed when calling during regular office hours, while about two in ten (20% MEDALLION, 19% Medallion II) said they usually did. Conversely, 9% of the MEDALLION respondents and 13% of the Medallion II respondents said they never or only sometimes got the help or advice they needed.

#### *Received the Care Needed for an Illness/Injury/Condition as Soon as Wanted*

- In 2003, about two-thirds of the MEDALLION (65%) and Medallion II (66%) respondents said their child always got the care they needed for an illness, injury or condition as soon as they wanted. In addition, 21% of the MEDALLION respondents and 15% of the Medallion II respondents said their child usually got care when they wanted. On the other hand, between one and two in ten (13% MEDALLION, 19% Medallion II) said their child never or only sometimes got care when they wanted.

#### *Received an Appointment for Health Care as Soon as Wanted*

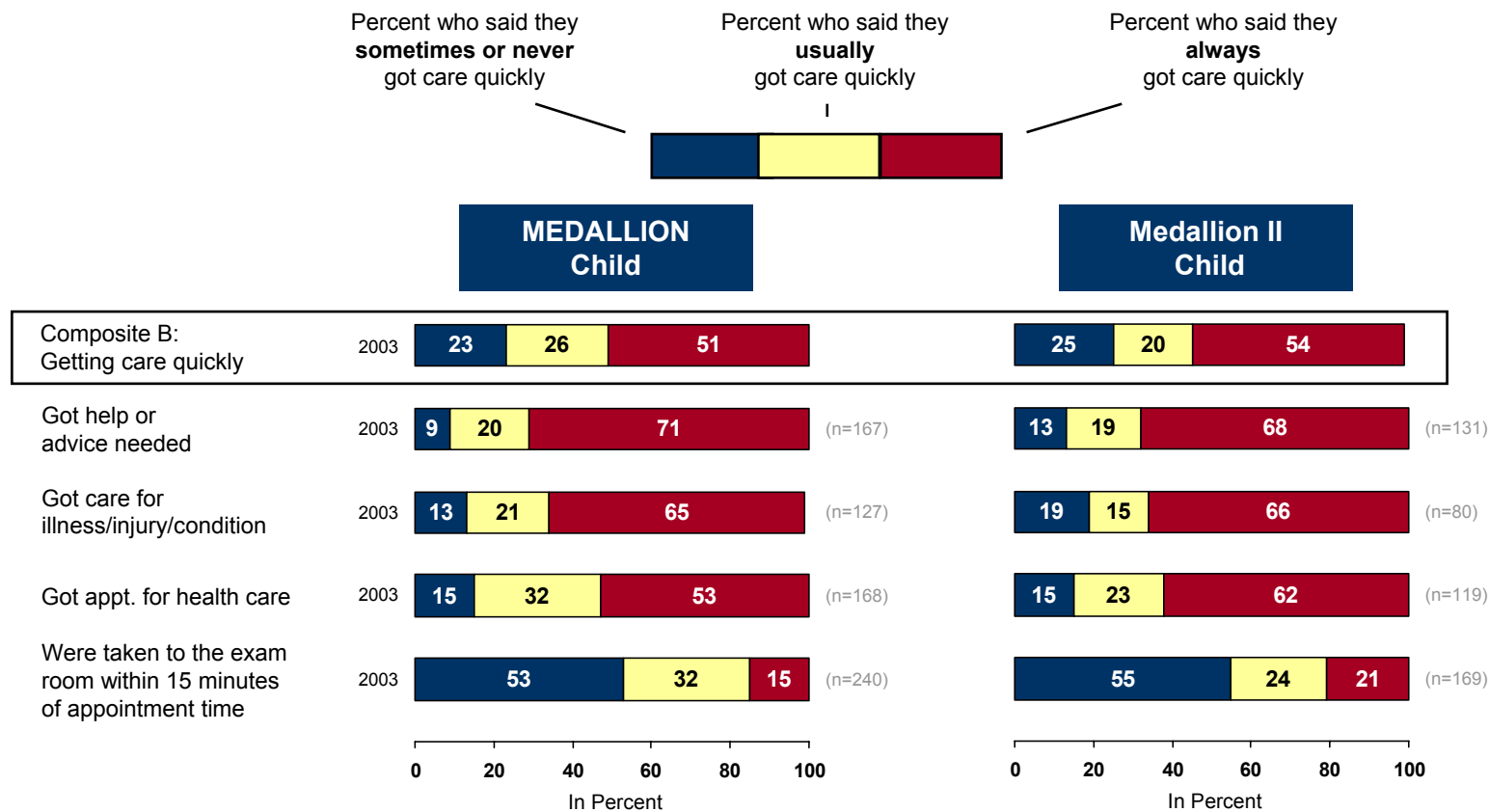
- In 2003, about one-half of the MEDALLION respondents (53%) said that they always got an appointment for their child for health care as soon as they wanted, and nearly one-third (32%) said that they usually got appointments as soon as they wanted. However, about one in seven (15%) said that they never or only sometimes got appointments when they wanted.
- In comparison, about six in ten Medallion II respondents (62%) said that they always got an appointment for their child for health care as soon as they wanted, and nearly one-fourth (23%) said that they usually got appointments as soon as they wanted. However, about one in seven (15%) said that they never or only sometimes got appointments when they wanted.

## Composite B: Getting Care Quickly (cont'd)

### *Were Taken to The Exam Room Within 15 Minutes of Their Appointment Time*

- Overall, about one in seven MEDALLION respondents in 2003 (15%) said their child was always taken to the exam room within 15 minutes of their appointment time, and about one-third (32%) said this usually occurred. However, just more than one-half (53%) said their child was never or only sometimes taken to the exam room within 15 minutes of their appointment time.
- In comparison, about two in ten Medallion II respondents in 2003 (21%) said their child was always taken to the exam room within 15 minutes of their appointment time, and about one-fourth (24%) said this usually occurred. However, more than one-half (55%) said their child was never or only sometimes taken to the exam room within 15 minutes of their appointment time.

## Composite B: Getting Care Quickly (cont'd)



\*To get the percentage shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, they:

- Received the help or advice needed when calling during regular office hours (CQ18)
- Received the care needed for an illness/injury/condition (CQ20)
- Received an appointment for health care as soon as they wanted (CQ22)
- Were taken to the exam room within 15 minutes of their appointment time (CQ29)

- Received the help or advice needed when calling during regular office hours (CQ18)
- Received the care needed for an illness/injury/condition (CQ20)
- Received an appointment for health care as soon as they wanted (CQ22)
- Were taken to the exam room within 15 minutes of their appointment time (CQ29)

Base=For these four questions on “getting care quickly,” respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months  
Note: The composite score for “getting care quickly” in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.



## Composite B: Getting Care Quickly (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Composite B: Getting Care Quickly*

- The 2003 composite score for “Getting Care Quickly” indicates some possible issues with getting care quickly among FAMIS PCCM and FAMIS MCO respondents.
- In 2003, more than one-half of the FAMIS PCCM (58%) and FAMIS MCO (57%) respondents said they always received care quickly for their child, while about two in ten (19% FAMIS PCCM, 22% FAMIS MCO) said they never or only sometimes received care quickly.

#### *Received the Help or Advice Needed When Calling During Regular Office Hours*

- At least seven in ten FAMIS PCCM (75%) and FAMIS MCO (71%) respondents in 2003 said they always got the help or advice they needed during regular office hours, while less than two in ten (18% FAMIS PCCM, 16% FAMIS MCO) said they usually did. Conversely, 7% of the FAMIS PCCM respondents and 12% of the FAMIS MCO respondents said they never or only sometimes got the help or advice they needed.

#### *Received the Care Needed for an Illness/Injury/Condition as Soon as Wanted*

- In 2003, about three-fourths of the FAMIS PCCM (76%) and FAMIS MCO (74%) respondents said their child always got the care they needed for an illness, injury or condition as soon as they wanted. In addition, 14% of the FAMIS PCCM respondents and 17% of the FAMIS MCO respondents said their child usually got care when they wanted. On the other hand, about one in ten (10% FAMIS PCCM, 9% FAMIS MCO) said their child never or only sometimes got care when they wanted.

#### *Received an Appointment for Health Care as Soon as Wanted*

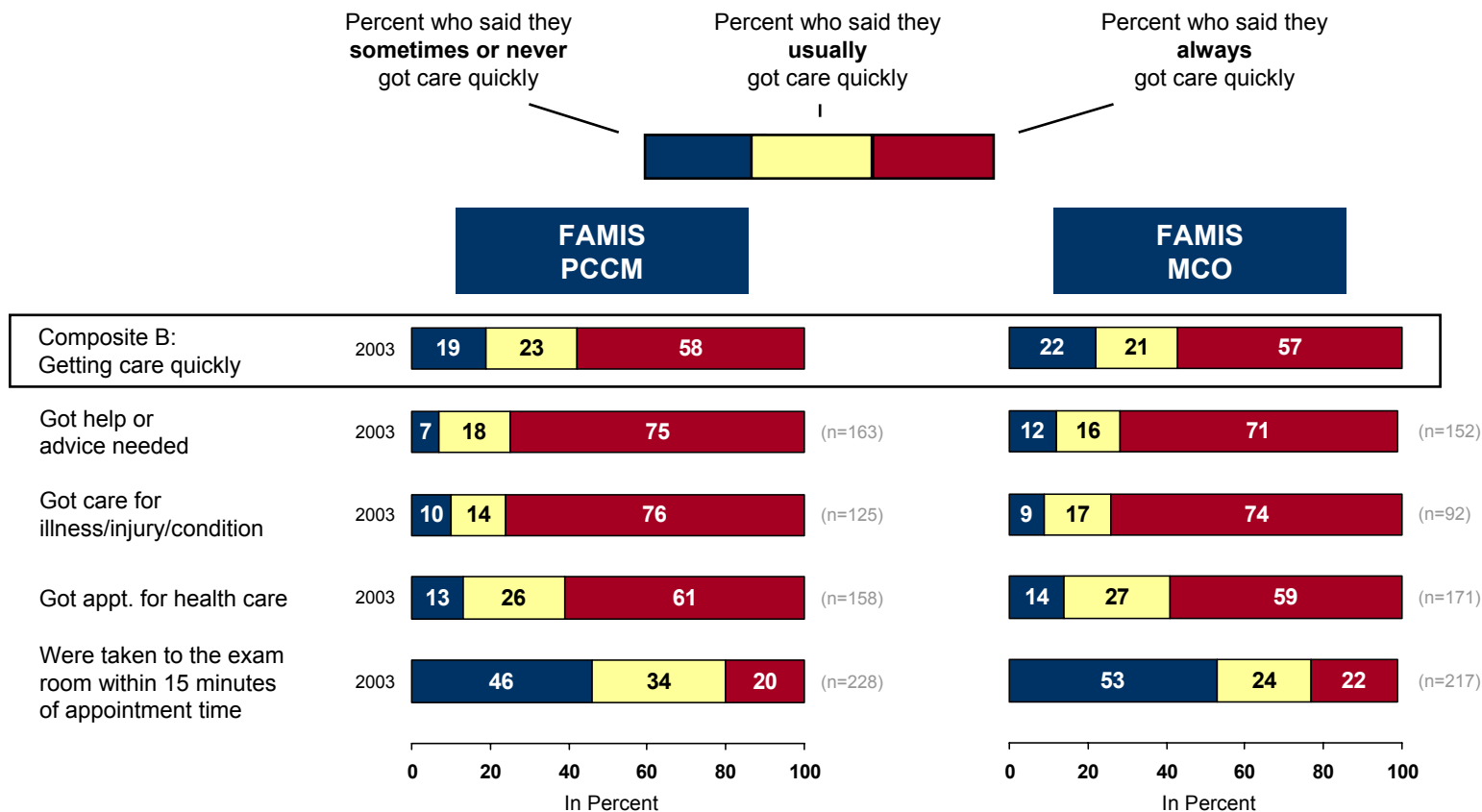
- In 2003, about six in ten FAMIS PCCM (61%) and FAMIS MCO (59%) respondents said that their child always got an appointment for health care as soon as they wanted, and roughly one-fourth (26% FAMIS PCCM, 27% FAMIS MCO) said that their child usually got appointments as soon as they wanted. However, more than one in ten (13% FAMIS PCCM, 14% FAMIS MCO) said that their child never or only sometimes got appointments when they wanted.

## Composite B: Getting Care Quickly (cont'd)

### *Were Taken to The Exam Room Within 15 Minutes of Their Appointment Time*

- Overall, two in ten FAMIS PCCM respondents in 2003 (20%) said their child was always taken to the exam room within 15 minutes of their appointment time, and about one-third (34%) said this usually occurred. However, just less than one-half (46%) said their child was never or only sometimes taken to the exam room within 15 minutes of their appointment time.
- In comparison, about two in ten FAMIS MCO respondents in 2003 (22%) said their child was always taken to the exam room within 15 minutes of their appointment time, and about one-fourth (24%) said this usually occurred. However, slightly more than one-half (53%) said their child was never or only sometimes taken to the exam room within 15 minutes of their appointment time.

## Composite B: Getting Care Quickly (cont'd)



\*To get the percentage shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, they:

- Received the help or advice needed when calling during regular office hours (CQ18)
- Received the care needed for an illness/injury/condition (CQ20)
- Received an appointment for health care as soon as they wanted (CQ22)
- Were taken to the exam room within 15 minutes of their appointment time (CQ29)

Base=For these four questions on "getting care quickly," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months  
 Note: The composite score for "getting care quickly" in 2003 is not trendable with the 2001 composite scores. The changes made to two of the questions within this composite in 2003 were substantial enough to significantly impact the composite results.

## Composite C: How Well Doctors Communicate

### **MEDALLION and Medallion II Child**

#### *Composite C: How Well Doctors Communicate*

- The composite score for “How Well Doctors Communicate” indicates that the majority of respondents feel that their child’s doctors or other health providers always or usually communicated well.
- In 2003, about seven in ten MEDALLION (71%, down from 78% in 2001) and Medallion II (70%) respondents said their child’s doctors always communicated well, and about two in ten MEDALLION (21%, up from 13% in 2001) and Medallion II (20%) respondents said they usually did. On the other hand, about one in ten (9% MEDALLION, 10% Medallion II) said their child’s doctors never or only sometimes communicated well.

#### *Doctors or Other Health Providers Listened Carefully to Them*

- About seven in ten MEDALLION respondents in 2003 (72%, down from 81% in 2001) said their child’s doctors always listened carefully to them, and another 20% (up from 13% in 2001) said they usually did. Conversely, less than one in ten (8%) said their child’s doctors never or only sometimes listened carefully to them.
- Among Medallion II respondents in 2003, about seven in ten (71%) said their child’s doctors always listened carefully to them, and another two in ten (20%) said they usually did. Furthermore, 10% said their child’s doctors never or only sometimes listened carefully to them.

#### *Doctors or Other Health Providers Explained Things in a Way They Could Understand*

- Just less than three-fourths of the MEDALLION respondents in 2003 (73%, down from 81% in 2001) said their child’s doctors always explained things in a way they could understand, and another 19% (up from 10% in 2001) said they usually did. Conversely, just less than one in ten (8%) said their child’s doctors never or only sometimes explained things in a way they could understand.
- Similarly, about seven in ten Medallion II respondents in 2003 (71%, down from 81% in 2001) said their child’s doctors always explained things in a way they could understand, and another 19% (up from 10% in 2001) said they usually did. On the other hand, one in ten (10%) said their child’s doctors never or only sometimes explained things in a way they could understand.

## Composite C: How Well Doctors Communicate (cont'd)

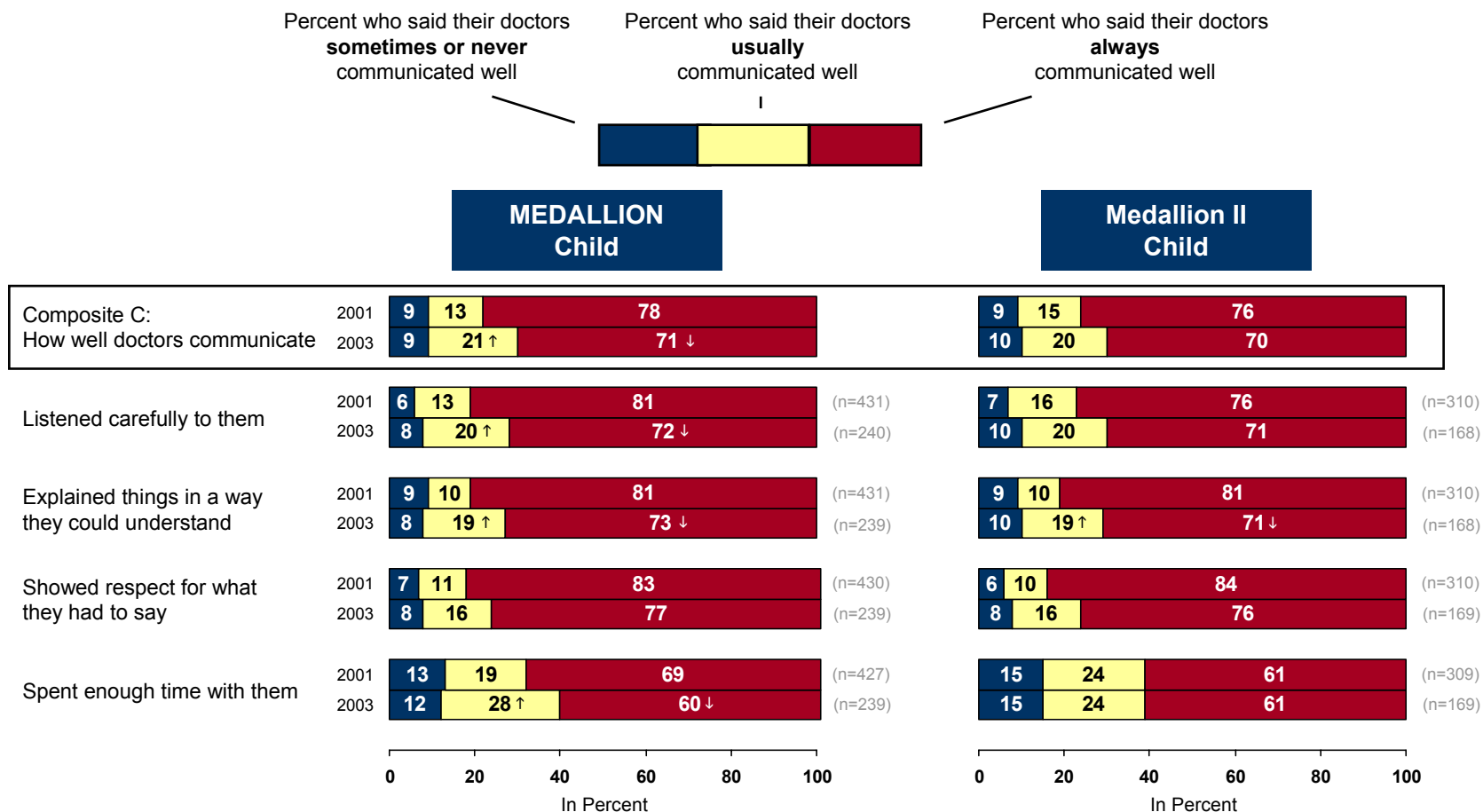
### *Doctors or Other Health Providers Showed Respect for What They Had to Say*

- About three-fourths of the MEDALLION (77%) and Medallion II (76%) respondents said their child's doctors always showed respect for what they had to say, and about one in six (16% each) said they usually did. Furthermore, just less than one in ten (8% each) said their child's doctors never or only sometimes showed respect for what they had to say.

### *Doctors or Other Health Providers Spent Enough Time with Them*

- Six in ten MEDALLION respondents in 2003 (60%, down from 69% in 2001) said their child's doctors always spent enough time with them, while almost three in ten (28%, up from 19% in 2001) said they usually did. Conversely, about one in ten (12%) said their child's doctors never or only sometimes spent enough time with them.
- Similarly, about six in ten Medallion II respondents in 2003 (61%) said their child's doctors always spent enough time with them, and about one-fourth (24%) said they usually did. On the other hand, about one in seven (15%) said their child's doctors never or only sometimes spent enough time with them.

## Composite C: How Well Doctors Communicate (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, doctors or other health providers:

- Listened carefully to them (CQ32)
- Explained things in a way they could understand (CQ34)
- Showed respect for what they had to say (CQ35)
- Spent enough time with them (CQ39)

Base=For these four questions on “how well doctors communicate,” respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

## Composite C: How Well Doctors Communicate (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Composite C: How Well Doctors Communicate*

- The composite score for “How Well Doctors Communicate” indicates that the majority of respondents feel that their child’s doctors or other health providers always or usually communicated well.
- In 2003, about seven in ten FAMIS PCCM (70%) and FAMIS MCO (72%) respondents said their child’s doctors always communicated well, and about two in ten (22%, up from 14% in 2001 FAMIS PCCM, 20% FAMIS MCO) said they usually did. On the other hand, less than one in ten (8% each) said their child’s doctors never or only sometimes communicated well.

#### *Doctors or Other Health Providers Listened Carefully to Them*

- Three-fourths of the FAMIS PCCM respondents in 2003 (75%) said their child’s doctors always listened carefully to them, and another 19% said they usually did. Conversely, about one in twenty (6%) said their child’s doctors never or only sometimes listened carefully to them.
- Among FAMIS MCO respondents in 2003, just more than seven in ten (73%) said their child’s doctors always listened carefully to them, and about two in ten (21%) said they usually did. Furthermore, 6% said their child’s doctors never or only sometimes listened carefully to them.

#### *Doctors or Other Health Providers Explained Things in a Way They Could Understand*

- About seven in ten FAMIS PCCM respondents in 2003 (72%) said their child’s doctors always explained things in a way they could understand, and another 19% (up from 12% in 2001) said they usually did. Conversely, about one in ten (9%) said their child’s doctors never or only sometimes explained things in a way they could understand.
- In comparison, almost eight in ten FAMIS MCO respondents in 2003 (78%) said their child’s doctors always explained things in a way they could understand, and another 15% said they usually did. On the other hand, less than one in ten (7%) said their child’s doctors never or only sometimes explained things in a way they could understand.

## Composite C: How Well Doctors Communicate (cont'd)

### *Doctors or Other Health Providers Showed Respect for What They Had to Say*

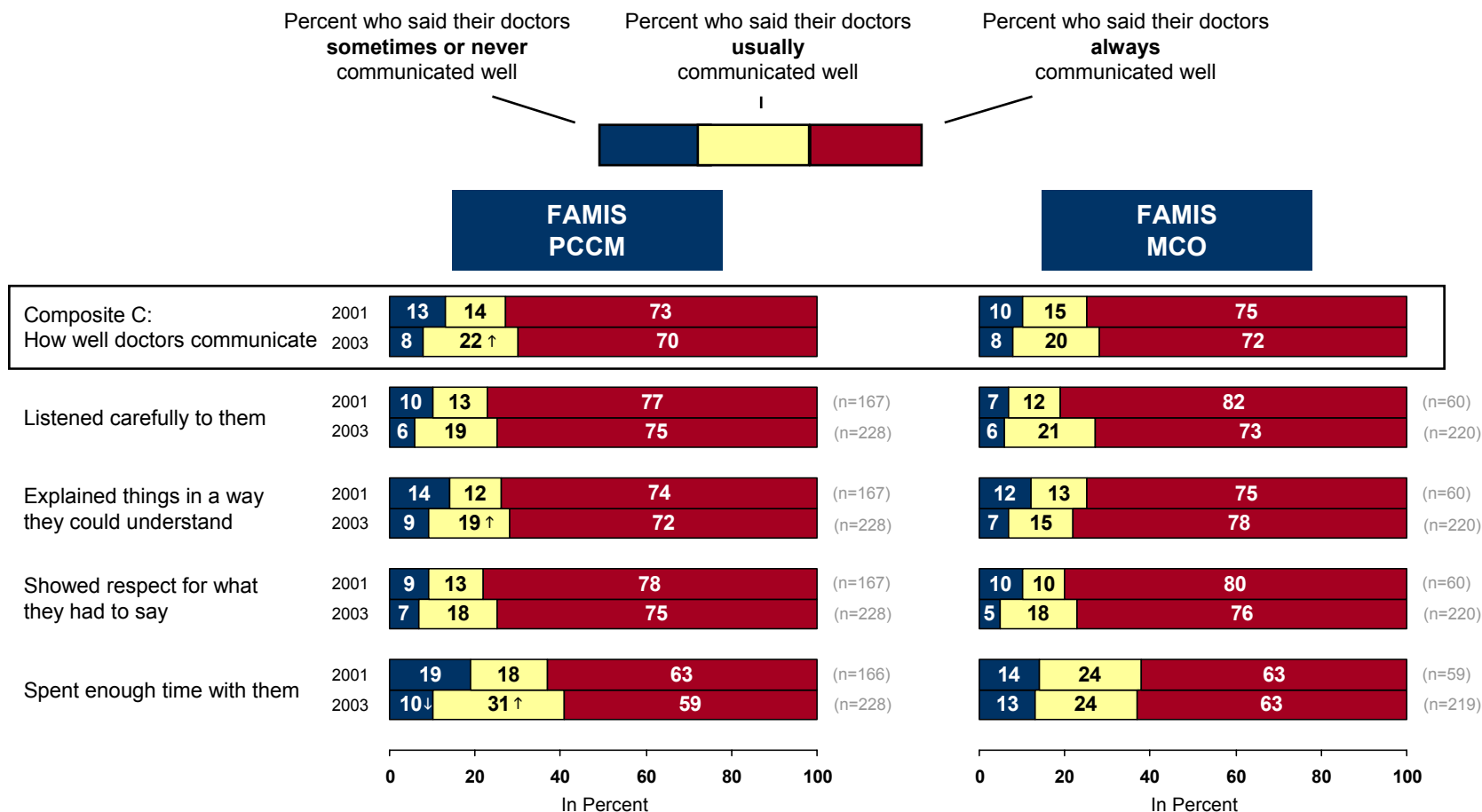
- About three-fourths of the FAMIS PCCM (75%) and FAMIS MCO (76%) respondents said their child's doctors always showed respect for what they had to say, and less than two in ten (18% each) said they usually did. Furthermore, just less than one in ten (7% FAMIS PCCM, 5% FAMIS MCO) said their child's doctors never or only sometimes showed respect for what they had to say.

### *Doctors or Other Health Providers Spent Enough Time with Them*

- About six in ten FAMIS PCCM respondents in 2003 (59%) said their child's doctors always spent enough time with them, and about three in ten (31%, up from 18% in 2001) said they usually did. However, one in ten (10%, down from 19% in 2001) said their child's doctors never or only sometimes spent enough time with them.
- In comparison, just more than six in ten FAMIS MCO respondents in 2003 (63%) said their child's doctors always spent enough time with them, and about one-fourth (24%) said they usually did. On the other hand, slightly more than one in ten (13%) said their child's doctors never or only sometimes spent enough time with them.



## Composite C: How Well Doctors Communicate (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, doctors or other health providers:

- Listened carefully to them (CQ32)
- Explained things in a way they could understand (CQ34)
- Showed respect for what they had to say (CQ35)
- Spent enough time with them (CQ39)

Base=For these four questions on “how well doctors communicate,” respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

## Composite D: Courteous & Helpful Office Staff

### **MEDALLION and Medallion II Child**

#### *Composite D: Courteous and Helpful Office Staff*

- The composite score for “Courteous and Helpful Office Staff” in 2003 indicates that the majority of respondents feel that the office staff at their child’s doctor’s office or clinic were always or usually courteous and helpful.
- Seven in ten MEDALLION respondents in 2003 (70%, down from 80% in 2001) said the office staff were always courteous and helpful, and another 23% (up from 13% in 2001) said that they were usually courteous and helpful. Conversely, less than one in ten (7%) gave negative ratings for this attribute, reporting that the office staff were never or only sometimes courteous and helpful.
- Similarly, about seven in ten Medallion II respondents in 2003 (71%) said the office staff were always courteous and helpful, and almost two in ten (18%) said that they were usually courteous and helpful. On the other hand, about one in ten (11%) gave negative ratings for this attribute, reporting that the office staff were never or only sometimes courteous and helpful.

#### *Office Staff Treated Them with Courtesy and Respect*

- About three-fourths of the MEDALLION respondents in 2003 (76%, down from 88% in 2001) said the office staff always treated them with courtesy and respect, and another 18% (up from 7% in 2001) said they usually did. Conversely, less than one in ten (7%) said the office staff at their child’s doctor’s office or clinic never or only sometimes treated them with courtesy and respect.
- Similarly, about three-fourths of the Medallion II respondents in 2003 (76%, down from 85% in 2001) said the office staff always treated them with courtesy and respect, and another 15% said they usually did. Furthermore, about one in ten (9%) said the office staff at their child’s doctor’s office or clinic never or only sometimes treated them with courtesy and respect.

#### *Office Staff Were as Helpful as They Thought They Should Be*

- About two-thirds of the MEDALLION respondents in 2003 (65%, down from 72% in 2001) said the office staff were always as helpful as they should be, and almost three in ten (28%, up from 19% in 2001) said they usually were. Conversely, 7% said the office staff were never or only sometimes as helpful as they should be.
- In comparison, two-thirds of the Medallion II respondents in 2003 (66%) said the office staff were always as helpful as they should be, and about two in ten (21%) said they usually were. However, about one in seven (14%) said the office staff were never or only sometimes as helpful as they should be.
  - Notably, Medallion II respondents were significantly more likely than MEDALLION respondents to report that the office staff at their child’s doctors’ office or clinic were never or only sometimes as helpful as they should be (14% vs. 7%).

## Composite D: Courteous & Helpful Office Staff (cont'd)

Percent who said staff were **sometimes or never** courteous and helpful

Percent who said staff were **usually** courteous and helpful

Percent who said staff were **always** courteous and helpful

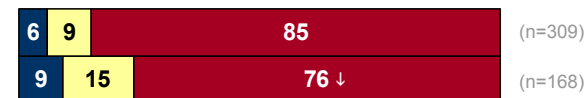
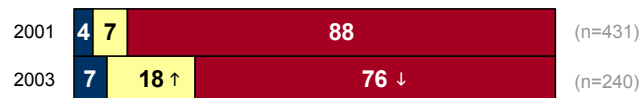
**MEDALLION  
Child**

**Medallion II  
Child**

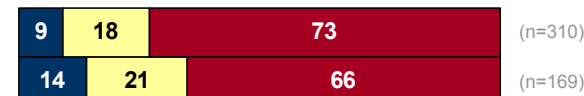
Composite D:  
Courteous and helpful office staff



Treated members with  
courtesy and respect



Were as helpful as members  
thought they should be



0 20 40 60 80 100

In Percent

0 20 40 60 80 100

In Percent

\*To get the percentages shown for the composite score, we averaged the answers to two individual survey questions. These questions asked respondents to tell how often, during the last six months, office staff at the doctor's office or clinic:

- Treated them with courtesy and respect (CQ30)
- Were as helpful as they thought the staff should be (CQ31)

Base=For these two questions on "courteous and helpful office staff," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

## Composite D: Courteous & Helpful Office Staff (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Composite D: Courteous and Helpful Office Staff*

- The composite score for “Courteous and Helpful Office Staff” in 2003 indicates that the majority of respondents feel that the office staff at their child’s doctor’s office or clinic were always or usually courteous and helpful.
- Almost eight in ten FAMIS PCCM respondents in 2003 (78%) said the office staff were always courteous and helpful, and about one in six (16%) said that they were usually courteous and helpful. Conversely, one in twenty (5%) gave negative ratings for this attribute, reporting that the office staff were never or only sometimes courteous and helpful.
- In comparison, about seven in ten FAMIS MCO respondents in 2003 (69%) said the office staff were always courteous and helpful, and two in ten (20%) said that they were usually courteous and helpful. On the other hand, about one in ten (11%) gave negative ratings for this attribute, reporting that the office staff were never or only sometimes courteous and helpful.
  - FAMIS PCCM respondents were more likely to report that the office staff were always courteous and helpful compared to their FAMIS MCO counterparts (78% vs. 69%). On the other hand, FAMIS MCO respondents were more likely than the FAMIS PCCM respondents to say that the office staff at their child’s doctor’s office or clinic were never or only sometimes courteous and helpful (11% vs. 5%).

#### *Office Staff Treated Them with Courtesy and Respect*

- More than eight in ten FAMIS PCCM respondents in 2003 (86%) said the office staff always treated them with courtesy and respect, and another 10% said they usually did. Conversely, about one in twenty (4%, down from 9% in 2001) said the office staff at their child’s doctor’s office or clinic never or only sometimes treated them with courtesy and respect.
- Among FAMIS MCO respondents in 2003, three-fourths (75%) said the office staff always treated them with courtesy and respect, and another 15% said they usually did. Furthermore, one in ten (10%) said the office staff at their child’s doctor’s office or clinic never or only sometimes treated them with courtesy and respect.
  - FAMIS PCCM respondents were more likely to say that the office staff at their child’s doctor’s office or clinic always treated them with courtesy and respect compared to their FAMIS MCO counterparts (86% vs. 75%). In addition, FAMIS MCO respondents were more likely than the FAMIS PCCM respondents to say they never or only sometimes were (10% vs. 4%).

## Composite D: Courteous & Helpful Office Staff (cont'd)

### *Office Staff Were as Helpful as They Thought They Should Be*

- Seven in ten FAMIS PCCM respondents in 2003 (70%) said the office staff were always as helpful as they should be, and nearly one-fourth (23%) said they usually were. Conversely, 7% said the office staff were never or only sometimes as helpful as they should be.
- In comparison, about two-thirds of the FAMIS MCO respondents in 2003 (64%) said the office staff were always as helpful as they should be, and about one-fourth (24%) said they usually were. However, about one in ten (12%) said the office staff were never or only sometimes as helpful as they should be.

## Composite D: Courteous & Helpful Office Staff (cont'd)

Percent who said staff were **sometimes or never** courteous and helpful

Percent who said staff were **usually** courteous and helpful

Percent who said staff were **always** courteous and helpful



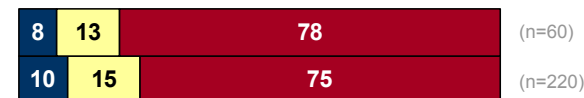
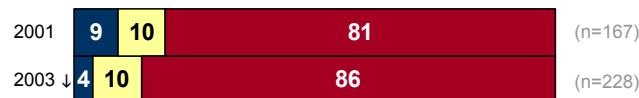
**FAMIS  
PCCM**

**FAMIS  
MCO**

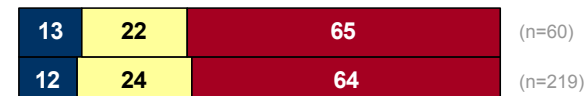
Composite D:  
Courteous and helpful office staff



Treated members with  
courtesy and respect



Were as helpful as members  
thought they should be



0 20 40 60 80 100

In Percent

0 20 40 60 80 100

In Percent

\*To get the percentages shown for the composite score, we averaged the answers to two individual survey questions. These questions asked respondents to tell how often, during the last six months, office staff at the doctor's office or clinic:

- Treated them with courtesy and respect (CQ30)
- Were as helpful as they thought the staff should be (CQ31)

Base=For these two questions on "courteous and helpful office staff," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

## Composite E: Health Plan's Customer Service

### **MEDALLION and Medallion II Child**

#### *Composite E: Customer Service*

- In 2003, the composite score for "Customer Service" indicates that the majority of respondents have had no problems with their child's health plan's customer service.
- About six in ten MEDALLION respondents in 2003 (63%) said they have had no problems with their child's plan's customer service, and about two in ten (21%) have had only small problems with the customer service. Conversely, about one in six (16%) have had big problems with their child's health plan's customer service.
- Among Medallion II respondents in 2003, three-fourths (75%) reported that they had no problems with their child's health plan's customer service, and two in ten (20%) have had only small problems with their child's plan's customer service. On the other hand, one in twenty (5%) have had big problems with their child's health plan's customer service.

#### *Finding or Understanding Information in Written Materials or on the Internet*

- Two-thirds of the MEDALLION respondents in 2003 (66%) said they have had no problems finding or understanding information in these materials or on the Internet, and about one in ten (9%) said they have had only a small problem with this aspect of their plan. However, one-fourth (25%, up from 3% in 2001) have had big problems finding or understanding the information in written materials or on the Internet.
- In comparison, about seven in ten Medallion II respondents in 2003 (73%) said they have had no problems finding or understanding information in these materials or on the Internet, and another 19% said they have had only a small problem with this aspect of their plan. Conversely, just less than one in ten (8%) have had big problems finding or understanding the information in written materials or on the Internet.
  - The proportion of MEDALLION respondents who reported having big problems finding or understanding information in written materials or on the Internet was significantly higher compared to Medallion II respondents (25% vs. 8%).

## Composite E: Health Plan's Customer Service (cont'd)

### *Getting the Help Needed When Calling Customer Service*

- More than one-half of the MEDALLION respondents in 2003 (55%) said they have had no problems getting the help they needed when calling their child's health plan's customer service, and another 27% said they have had only small problems with this aspect of their plan. On the other hand, 18% reported having had big problems getting help from customer service.
- Among Medallion II respondents in 2003, two-thirds (66%) reported that they had no problems getting the help they needed when calling their child's health plan's customer service, and almost three in ten (28%, up from 11% in 2001) said they have had only small problems with this aspect of their plan. Conversely, 7% reported having had big problems getting help from customer service.

### *Paperwork for Their Health Plan*

- Nearly seven in ten MEDALLION respondents in 2003 (69%) reported that the paperwork from their child's health plan was not a problem, and one-fourth (25%) said the paperwork was a small problem. Furthermore, one in twenty (5%) reported that the paperwork from their child's health plan was a big problem.
- In comparison, more than eight in ten Medallion II respondents in 2003 (86%) reported that the paperwork from their child's health plan was not a problem, and another 14% said the paperwork was a small problem. On the other hand, there were no Medallion II respondents (0%) reporting that the paperwork from their child's health plan was a big problem.
  - Notably, Medallion II respondents were more likely to report having had no problems with paperwork for their child's health plan compared to MEDALLION respondents (86% vs. 69%).



## Composite E: Health Plan's Customer Service (cont'd)

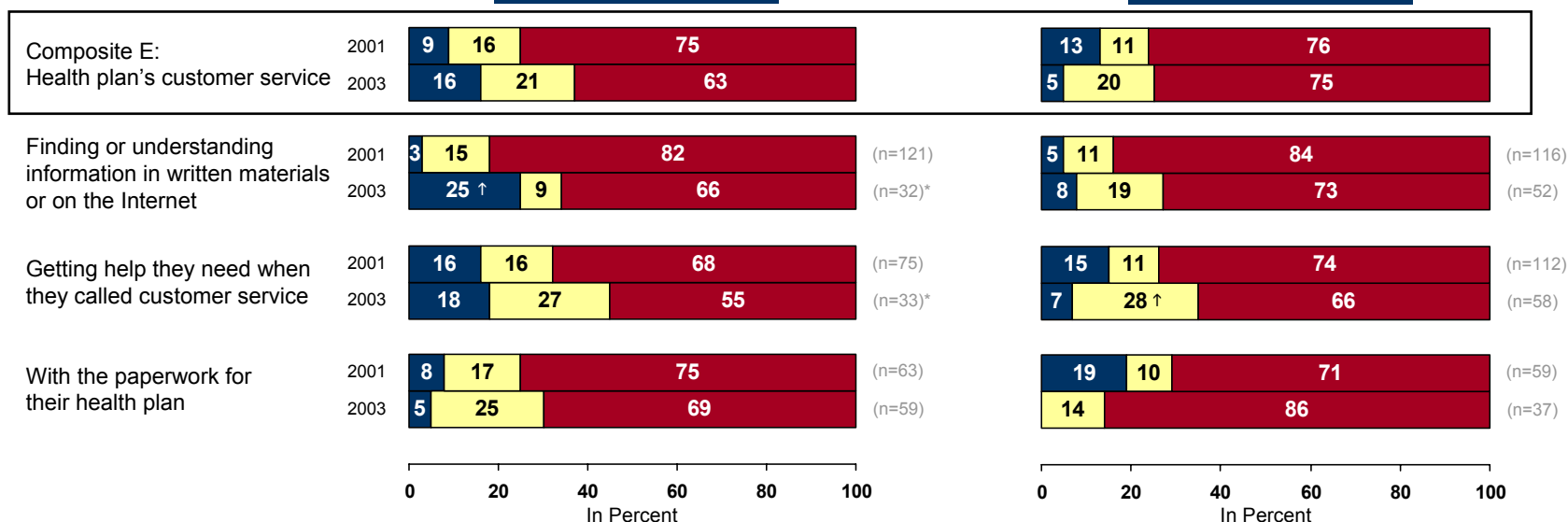
Percent who said they had  
**big problems**  
getting the help or plan  
information they needed

Percent who said they had  
**small problems**  
getting the help or plan  
information they needed

Percent who said they had  
**no problems**  
getting the help or plan  
information they needed

### MEDALLION Child

### Medallion II Child



\*To get the percentage shown for the composite score, we averaged the answers to three individual survey questions. These questions asked respondents to tell how much of a problem, during the last six months, they had:

- Finding or understanding the information in the written materials or on the Internet (CQ73,77)
- Getting the help they needed when calling their health plan's customer service (CQ75,79)
- With paperwork for their health plan (CQ77,81)

Base=For these three questions on "health plan's customer service," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Note: In 2003, CQ73,77 asked about problems finding information in written materials or on the Internet, while in 2001, this question asked about finding information in written materials only.

\*Caution: Small Base

## Composite E: Health Plan's Customer Service (cont'd)

### FAMIS PCCM and FAMIS MCO

#### *Composite E: Customer Service*

- In 2003, the composite scores for "Customer Service" indicate that the majority of respondents have had no problems with their child's health plan's customer service.
- Two-thirds of the FAMIS PCCM respondents in 2003 (66%) said they have had no problems with their child's health plan's customer service, and one in six (17%) have had only small problems with their child's plan's customer service. Conversely, a similar proportion (16%) have had big problems with their child's health plan's customer service.
- Among FAMIS MCO respondents in 2003, seven in ten (70%) reported that they had no problems with their child's health plan's customer service, and almost one-fourth (24%) have had only small problems with their child's plan's customer service. On the other hand, about one in twenty (6%) have had big problems with their child's plan's customer service.

#### *Finding or Understanding Information in Written Materials or on the Internet*

- Nearly six in ten FAMIS PCCM respondents in 2003 (59%) said they have had no problems finding or understanding information in these materials or on the Internet, and one in six (17%) said they have had only a small problem with this aspect of their plan. However, about one-fourth (24%) have had big problems finding or understanding the information in written materials or on the Internet.
- And, three-fourths of the FAMIS MCO respondents in 2003 (75%) said they have had no problems finding or understanding information in these materials or on the Internet, and another 20% said they have had only a small problem with this aspect of their plan. Conversely, one in twenty (5%) have had big problems finding or understanding this information in written materials or on the Internet.
  - FAMIS PCCM respondents were more likely than FAMIS MCO respondents to say they had big problems with finding or understanding information in written materials or on the Internet (24% vs. 5%).

## Composite E: Health Plan's Customer Service (cont'd)

### *Getting the Help Needed When Calling Customer Service*

- About two-thirds of the FAMIS PCCM respondents in 2003 (67%) said they have had no problems getting the help they needed when calling their child's health plan's customer service, and another 11% (down from 33% in 2001) said they have had only small problems with this aspect of their plan. However, about two in ten (22%) reported having had big problems getting help from customer service.
- Among FAMIS MCO respondents in 2003, about two-thirds (67%) reported that they had no problems getting the help they needed when calling their child's health plan's customer service, and about one-fourth (24%) said they have had only small problems with this aspect of their plan. Conversely, 9% reported having had big problems getting help from customer service.
  - FAMIS PCCM respondents were more likely than FAMIS MCO respondents to say they had big problems getting the help they needed when they called their child's health plan's customer service (22% vs. 9%). Conversely, FAMIS MCO respondents were more likely to say they only had a small problem with this aspect of their plan compared to their FAMIS PCCM counterparts (11% vs. 24%).

### *Paperwork for Their Health Plan*

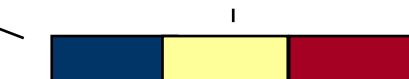
- About three-fourths of the FAMIS PCCM respondents in 2003 (74%) reported that the paperwork from their child's health plan was not a problem, and about one-fourth (24%) said the paperwork was a small problem. Furthermore, only a few (2%) reported that the paperwork from their child's health plan was a big problem.
- In comparison, about seven in ten FAMIS MCO respondents in 2003 (69%) reported that the paperwork from their child's health plan was not a problem, and another 27% said the paperwork was a small problem. On the other hand, about one in twenty (4%) reported that the paperwork from their child's health plan was a big problem.

## Composite E: Health Plan's Customer Service (cont'd)

Percent who said they had  
**big problems**  
getting the help or plan  
information they needed

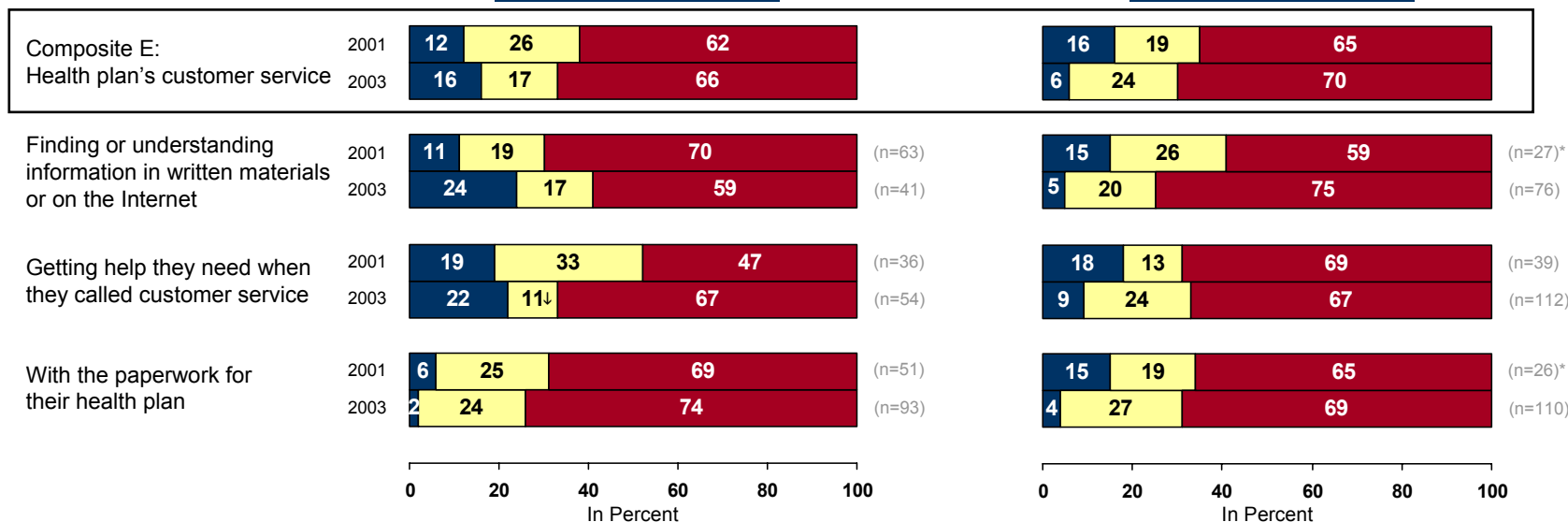
Percent who said they had  
**small problems**  
getting the help or plan  
information they needed

Percent who said they had  
**no problems**  
getting the help or plan  
information they needed



**FAMIS  
PCCM**

**FAMIS  
MCO**



\*To get the percentage shown for the composite score, we averaged the answers to three individual survey questions. These questions asked respondents to tell how much of a problem, during the last six months, they had:

- Finding or understanding the information in the written materials or on the Internet (CQ73,77)
- Getting the help they needed when calling their health plan's customer service (CQ75,79)
- With paperwork for their health plan (CQ77,81)

Base=For these three questions on "health plan's customer service," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Note: In 2003, CQ73,77 asked about problems finding information in written materials or on the Internet, while in 2001, this question asked about finding information in written materials only.

\*Caution: Small Base

**CHILD MEMBERS'  
EXPERIENCE WITH THEIR PERSONAL DOCTOR OR NURSE**

## Personal Doctor or Nurse

- Respondents were asked if their child had the same personal doctor or nurse before joining their health plan and if they had one person they thought of as their child's personal doctor or nurse.

### **MEDALLION Child**

- More than four in ten MEDALLION respondents in 2003 (46%, up from 31% in 2001) said they got a new personal doctor or nurse for their child since they joined their health plan.
- In addition, nearly nine in ten MEDALLION respondents in 2003 (89%) said they have one person they think of as their child's personal doctor or nurse.

### **Medallion II Child**

- Among Medallion II respondents in 2003, one-third (33%) said they got a new personal doctor or nurse for their child since they joined their health plan.
  - MEDALLION respondents (46%) were more likely than Medallion II respondents (33%) to report that they got a new personal doctor or nurse for their child since they joined their health plan.
- And, more than eight in ten Medallion II respondents in 2003 (86%) said they have one person they think of as their child's personal doctor or nurse.

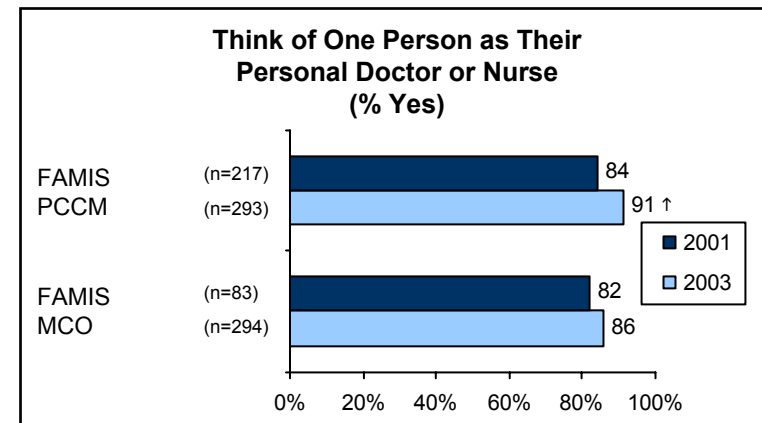
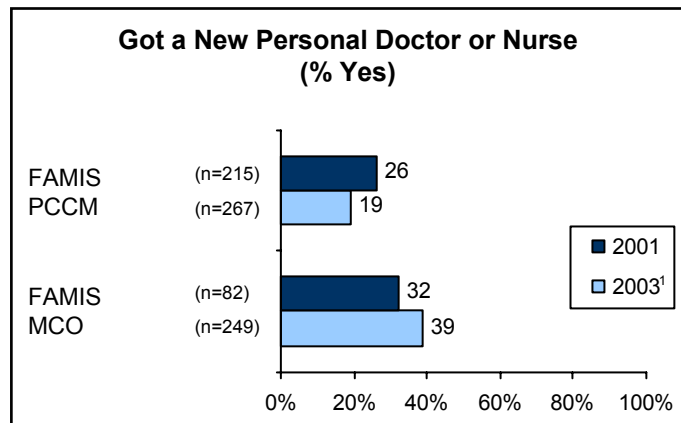
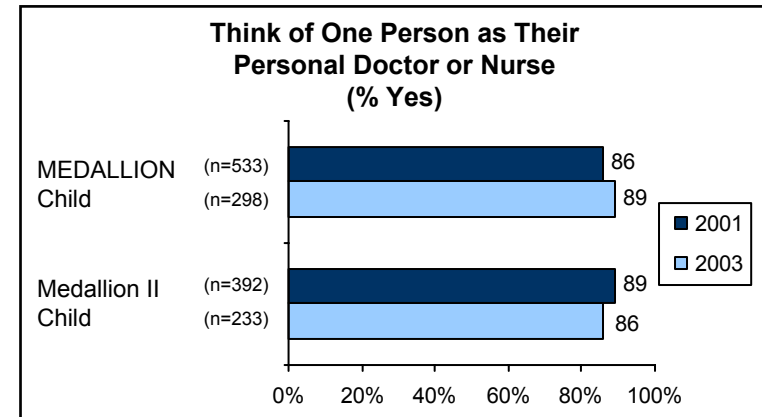
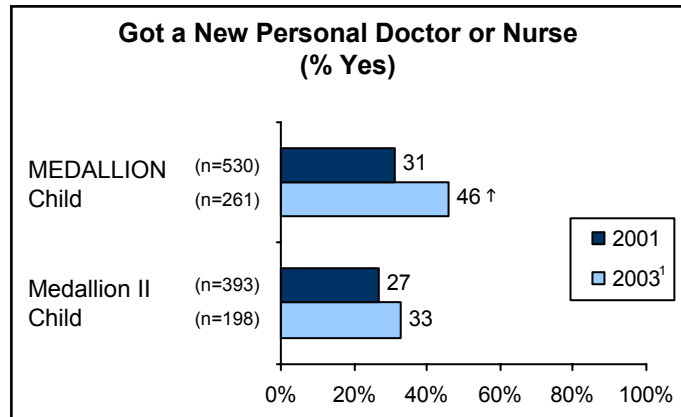
### **FAMIS PCCM**

- Overall, nearly two in ten FAMIS PCCM respondents in 2003 (19%) said they got a new personal doctor or nurse for their child since they joined their health plan.
- In addition, about nine in ten FAMIS PCCM respondents in 2003 (91%, up from 84% in 2001) said they have one person they think of as their child's personal doctor or nurse.

### **FAMIS MCO**

- About four in ten FAMIS MCO respondents in 2003 (39%) said they got a new personal doctor or nurse for their child since they joined their health plan.
  - FAMIS MCO respondents were more likely to report that they got a new personal doctor or nurse for their child since they joined their health plan compared to the FAMIS PCCM respondents (39% vs. 19%).
- And, more than eight in ten FAMIS MCO respondents in 2003 (86%) said they have one person they think of as their child's personal doctor or nurse.

## Personal Doctor or Nurse (cont'd)



Base=Those answering (CQ6)

<sup>1</sup>Base=Those who have one person they think of as their child's personal doctor or nurse and answering

Note: In 2003, this question asked respondents whether their child had the same personal doctor or nurse before joining their health plan, while in 2001, this question asked whether their child got a new personal doctor or nurse since they joined their plan.

Base=Those answering (CQ4)

## Personal Doctor or Nurse (cont'd)

- Respondents who visited a doctor's office or clinic in the past six months were asked how often they had an easy time speaking with or understanding their child's doctor or other health care provider.

### **MEDALLION Child**

- In 2003, eight in ten MEDALLION respondents (80%, down from 90% in 2001) said that they always had an easy time speaking with or understanding their child's doctor or other health care provider, and about one in seven (15%, up from 6% in 2001) said they usually did. Conversely, one in twenty (5%) said they never or only sometimes had an easy time speaking with or understanding their child's doctor or other health care provider.

### **Medallion II Child**

- In 2003, more than eight in ten Medallion II respondents (84%) said that they always had an easy time speaking with or understanding their child's doctor or other health care provider, and about one in ten (12%) said they usually did. Furthermore, about one in twenty (4%) said they never or only sometimes had an easy time speaking with or understanding their child's doctor or other health care provider.

### **FAMIS PCCM**

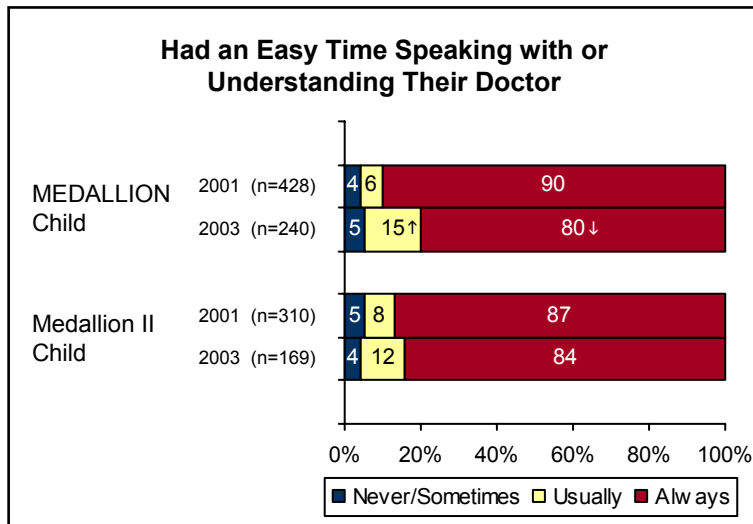
- Among FAMIS PCCM respondents in 2003, about eight in ten (82%, down from 91% in 2001) said that they always had an easy time speaking with or understanding their child's doctor or other health care provider. In addition, another 13% (up from 5% in 2001) said they usually did. Conversely, one in twenty (5%) said they never or only sometimes had an easy time speaking with or understanding their child's doctor or other health care provider.

### **FAMIS MCO**

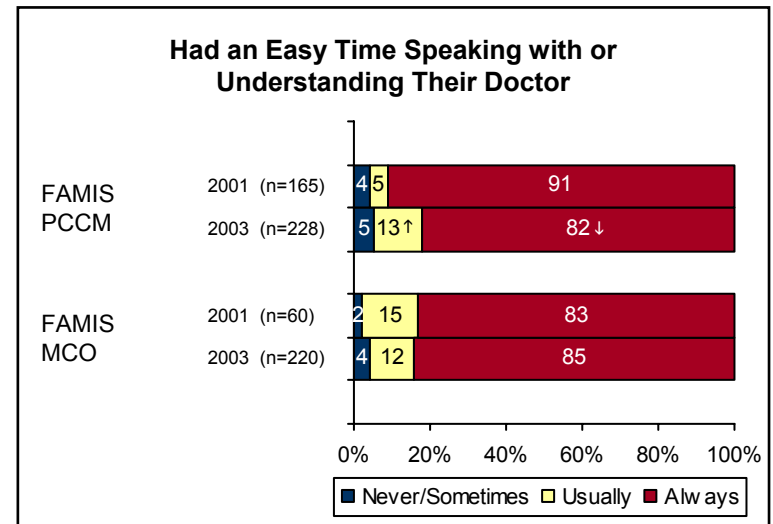
- In 2003, more than eight in ten FAMIS MCO respondents (85%) said that they always had an easy time speaking with or understanding their child's doctor or other health care provider, and another 12% said they usually did. On the other hand, about one in twenty (4%) said they never or only sometimes had an easy time speaking with or understanding their child's doctor or other health care provider.



## Personal Doctor or Nurse (cont'd)



Base=Those whose child went to a doctor's office or clinic in the last 6 months and able to rate (CQ33)



Base=Those whose child went to a doctor's office or clinic in the last 6 months and able to rate (CQ33)

**CHILD MEMBERS'  
EXPERIENCE WITH GETTING HEALTH CARE FROM A SPECIALIST**

# Getting Health Care From a Specialist

- Respondents were asked if they thought their child needed to see a specialist and whether their child saw a specialist in the previous six months and if the specialist their child had seen was the same doctor as their child's personal doctor.

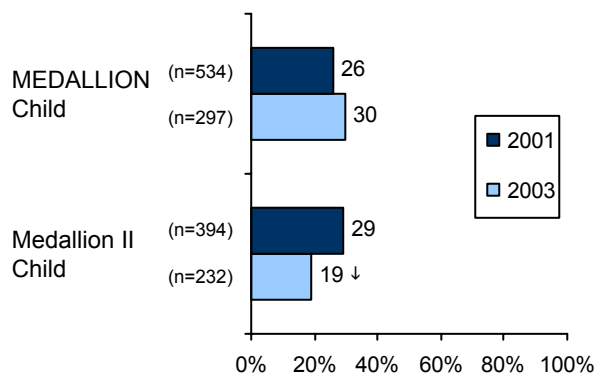
## MEDALLION Child

- Three in ten MEDALLION respondents in 2003 (30%) said they thought their child needed to see a specialist.
- Similarly, about three in ten MEDALLION respondents in 2003 (29%) said their child saw a specialist.
- Meanwhile, about one-fourth of these MEDALLION respondents in 2003 (25%) said that the specialist their child saw most often in the previous six months was the same as their child's personal doctor or nurse.

## Medallion II Child

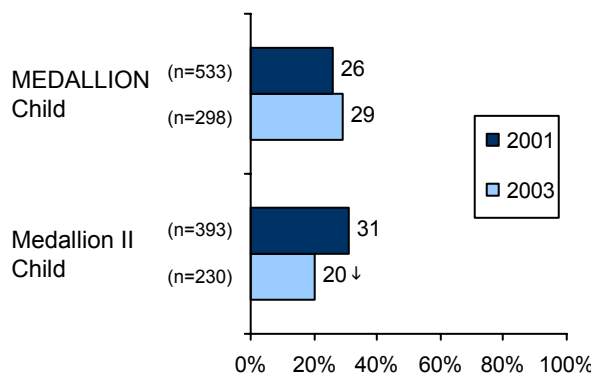
- Among Medallion II respondents in 2003, about two in ten (19%, down from 29% in 2001) said they thought their child needed to see a specialist, representing a significantly smaller proportion than MEDALLION respondents.
- Similarly, two in ten Medallion II respondents in 2003 (20%, down from 31% in 2001) reported that their child saw a specialist, also representing a significantly smaller proportion than MEDALLION respondents.
- Furthermore, 20% of these Medallion II respondents in 2003 said that the specialist their child saw most often in the previous six months was the same as their child's personal doctor or nurse.

**Thought They Needed to See a Specialist  
(% Yes)**



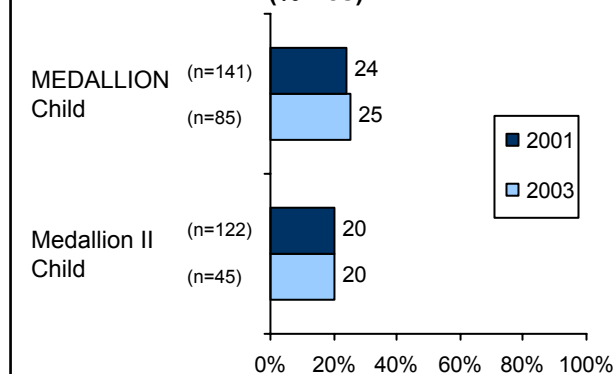
Base=Those answering (CQ12)

**Saw a Specialist  
(% Yes)**



Base=Those answering (CQ14)

**Specialist Saw Most Often Same as  
Personal Doctor  
(% Yes)**



Base=Those whose child saw a specialist in the last 6 months and answering (CQ16)

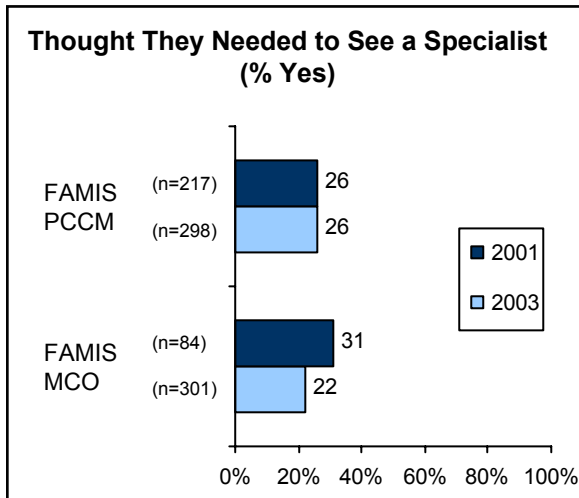
# Getting Health Care From a Specialist (cont'd)

## FAMIS PCCM

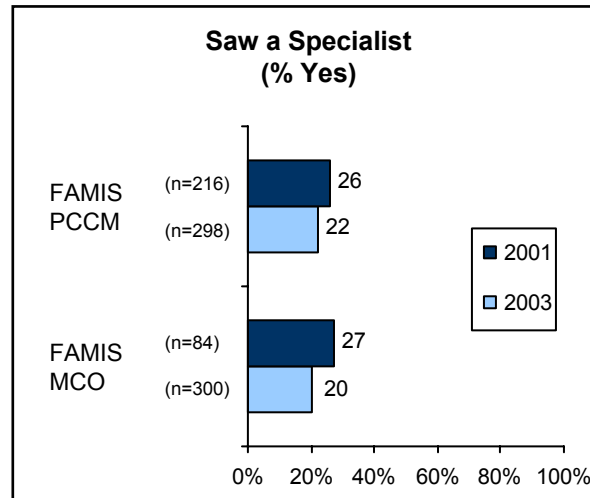
- About one-fourth of the FAMIS PCCM respondents in 2003 (26%) said they thought their child needed to see a specialist.
- Similarly, more than two in ten FAMIS PCCM respondents in 2003 (22%) said their child saw a specialist.
- Meanwhile, about one in ten of these FAMIS PCCM respondents in 2003 (9%, down from 24% in 2001) said that the specialist their child saw most often in the previous six months was the same as their child's personal doctor or nurse.

## FAMIS MCO

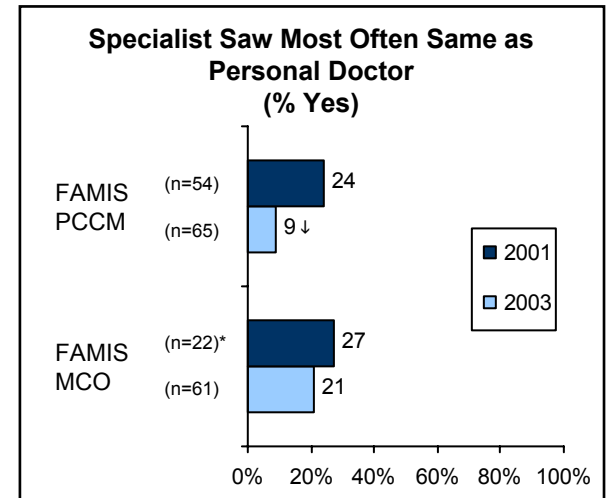
- Among FAMIS MCO respondents in 2003, about two in ten (22%) said they thought their child needed to see a specialist.
- Similarly, two in ten FAMIS MCO respondents in 2003 (20%) reported that their child saw a specialist.
- Furthermore, 21% of these FAMIS MCO respondents in 2003 said that the specialist their child saw most often in the previous six months was the same as their child's personal doctor or nurse.



Base=Those answering (CQ12)



Base=Those answering (CQ14)



Base=Those whose child saw a specialist in the last 6 months and answering (CQ16)

\*Caution: Small Base

**CHILD MEMBERS'  
EXPERIENCE WITH ACCESS TO HEALTH CARE**

# Access to Health Care

- Respondents were asked whether, in the previous six months, they have called a doctor's office or clinic during regular office hours for help or advice.

## MEDALLION Child

- Among MEDALLION respondents in 2003, more than one-half (56%) have called a doctor's office or clinic for help or advice during regular office hours.

## Medallion II Child

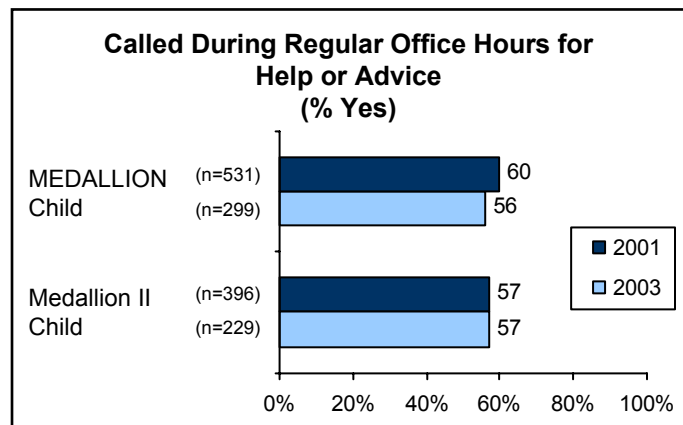
- Similarly, more than one-half of the Medallion II respondents in 2003 (57%) have called a doctor's office or clinic for help or advice during regular office hours.

## FAMIS PCCM

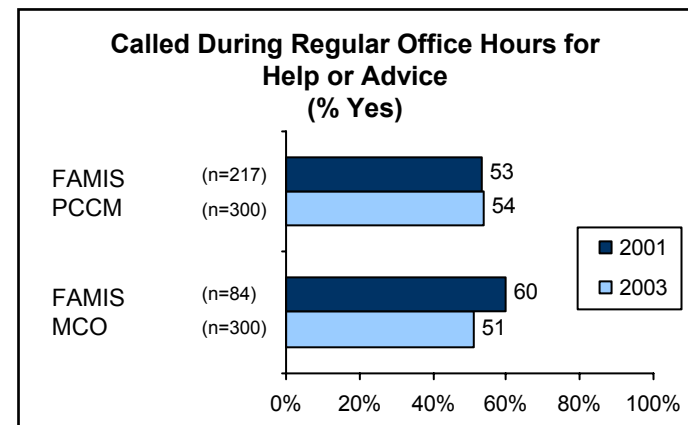
- Among FAMIS PCCM respondents in 2003, more than one-half (54%) have called a doctor's office or clinic for help or advice during regular office hours.

## FAMIS MCO

- And, about one-half of the FAMIS MCO respondents in 2003 (51%) have called a doctor's office or clinic for help or advice during regular office hours.



Base=Those answering (CQ17)



Base=Those answering (CQ17)

## Access to Health Care (cont'd)

- Respondents were asked whether they had made appointments with a doctor or other health provider for health care for their child in the previous six months. Those who made an appointment for health care for their child in the past six months were asked how many days their child had to wait between making the appointment and seeing a provider.

### **MEDALLION Child**

- Nearly six in ten MEDALLION respondents in 2003 (58%) made an appointment for health care. Among these respondents who make an appointment, they reported waiting about three days (2.8), on average, between making an appointment and seeing a provider.

### **Medallion II Child**

- In 2003, about one-half of the Medallion II respondents (52%) made an appointment for health care and waited about four days (4.0) between making an appointment and seeing a provider.

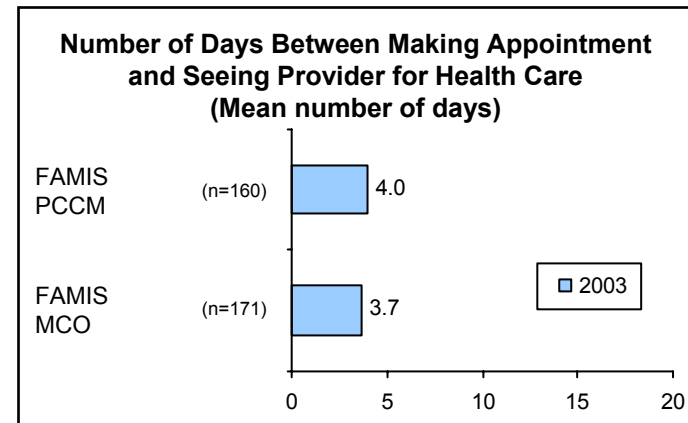
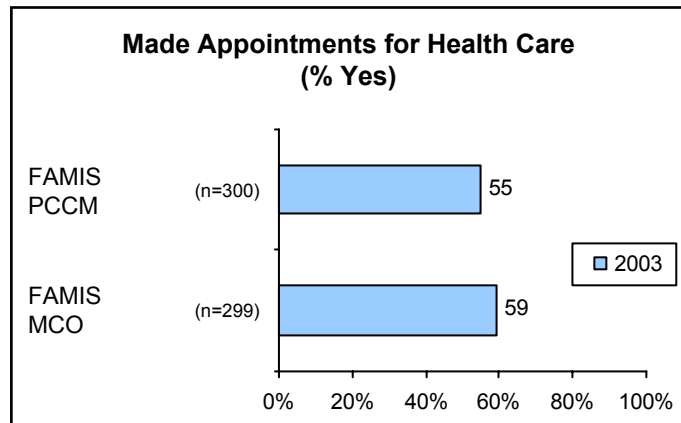
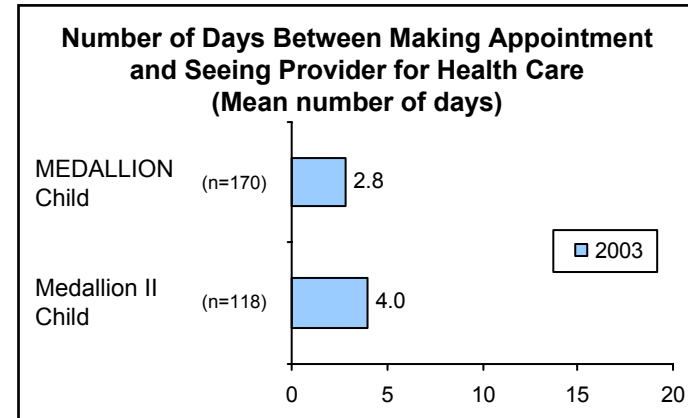
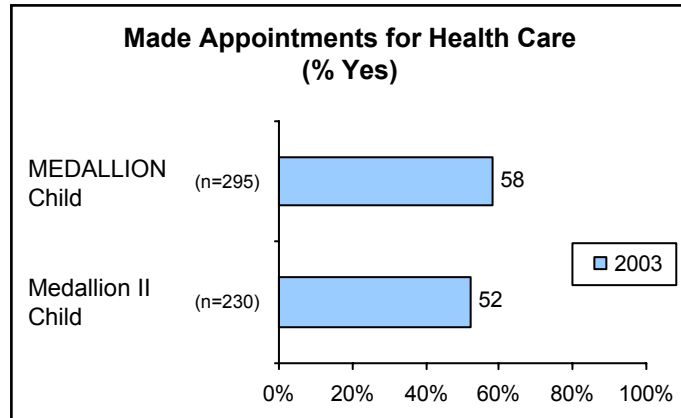
### **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, more than one-half (55%) made an appointment for health care and waited about four days (4.0), on average, to see a provider.

### **FAMIS MCO**

- In addition, almost six in ten FAMIS MCO respondents in 2003 (59%) reported making an appointment for health care and having to wait about four days (3.7), on average, before seeing a provider.

## Access to Health Care (cont'd)



Base=Those answering (CQ21)

Note: The revisions to the question wording in 2003 changes the respondents' interpretation of the question and is therefore not trendable to 2001.

Base=Those who made an appointment for their child for health care and answering (CQ22a)

Note: The revisions to the question wording in 2003 changes the respondents' interpretation of the question and is therefore not trendable to 2001.



## Access to Health Care (cont'd)

- Respondents were asked if their child had an illness, injury or condition in the previous six months that needed care right away from a doctor's office, clinic or emergency room. Those who made an appointment for their child for an illness, injury or condition in the past six months were asked how many days their child had to wait between making the appointment and seeing a provider.

### **MEDALLION Child**

- In 2003, more than four in ten MEDALLION respondents (43%, down from 65% in 2001) had an illness, injury or condition that needed care right away. On average, these respondents waited less than one day (0.4) between making an appointment and seeing a provider.

### **Medallion II Child**

- In comparison, about one-third of the Medallion II respondents in 2003 (34%, down from 68% in 2001) reported that their child had an illness, injury or condition that needed care right away. These respondents waited about one day (0.6) to see a provider.
  - MEDALLION respondents were more likely than their Medallion II counterparts to report that their child had an illness, injury or condition that needed care right away from a doctors office, clinic or emergency room (43% vs. 34%).

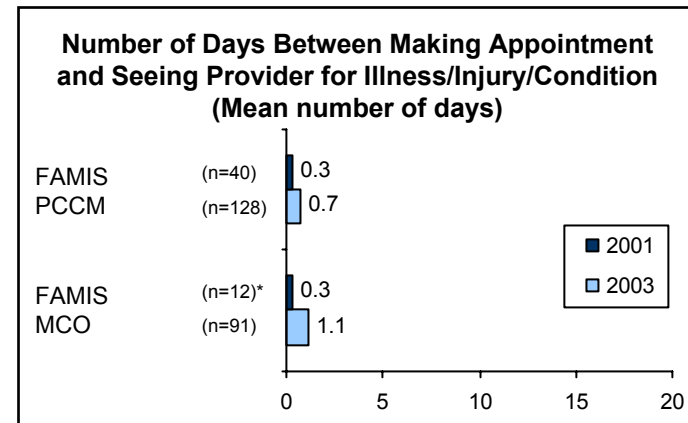
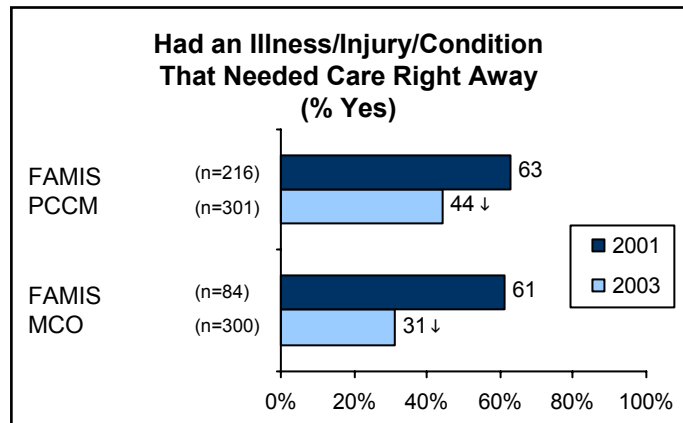
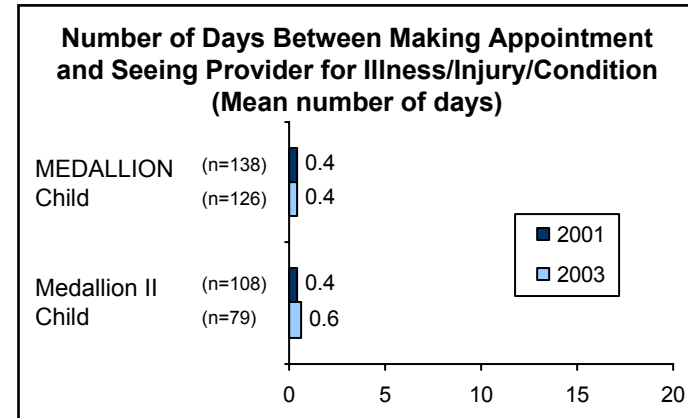
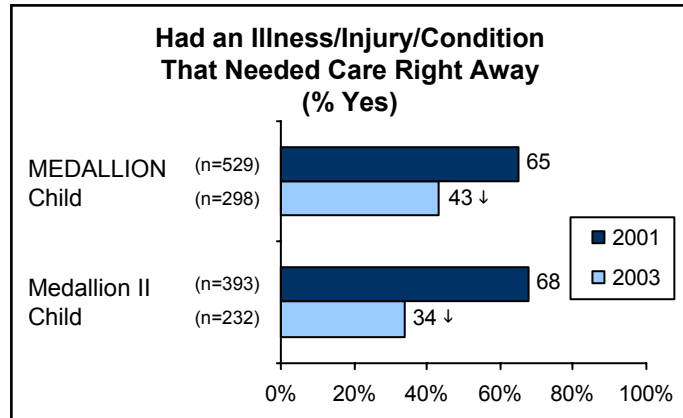
### **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, more than four in ten (44%, down from 63% in 2001) reported having had an illness, injury or condition that needed care right away. These respondents waited approximately one day (0.7) before seeing a provider.

### **FAMIS MCO**

- In addition, about three in ten FAMIS MCO respondents in 2003 (31%, down from 61% in 2001) reported having an illness, injury or condition that needed care right away. These respondents reported waiting about one day (1.1) between making an appointment and seeing a provider.
  - FAMIS PCCM respondents (44%) were more likely than FAMIS MCO respondents (31%) to report that their child had an illness, injury or condition that needed care right away.

## Access to Health Care (cont'd)



Base=Those answering (CQ19)

Base=Those whose child had an illness/injury/condition that needed care right away and answering (CQ20a)

\*Caution: Small Base

## Access to Health Care (cont'd)

- Respondents who had been to a doctor's office or clinic in the last six months were asked if they or a doctor believed that their child needed any care, tests or treatment and if they needed approval from their child's health plan for any care, tests or treatment.

### **MEDALLION Child**

- In 2003, more than six in ten MEDALLION respondents (62%) reported that they or a doctor believed that their child needed care, tests or treatment. Among these respondents, two in ten (20%) indicated that they needed approval for such care, tests or treatment from their child's health plan.

### **Medallion II Child**

- In comparison, nearly one-half of the Medallion II respondents in 2003 (49%) said they or a doctor believed their child needed any care, tests or treatment. Meanwhile, about two in ten of these respondents (19%) needed approval from their child's health plan for care, tests or treatment.
  - MEDALLION respondents were more likely than Medallion II respondents to say that they or a doctor believed their child needed any care, tests or treatment (62% vs. 49%).

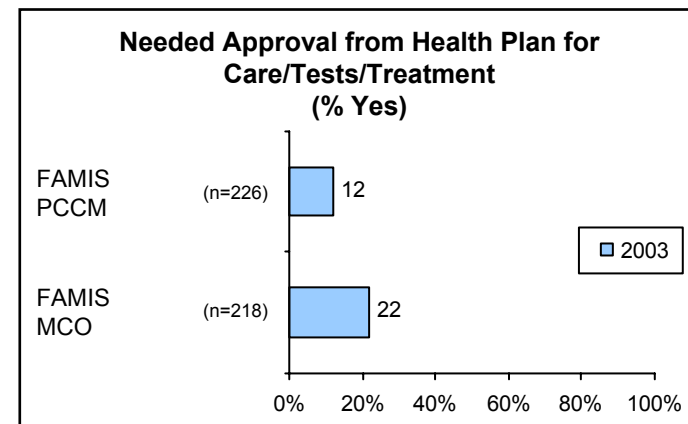
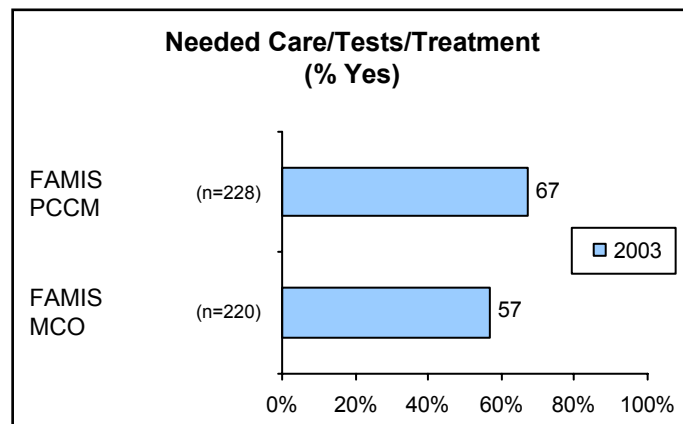
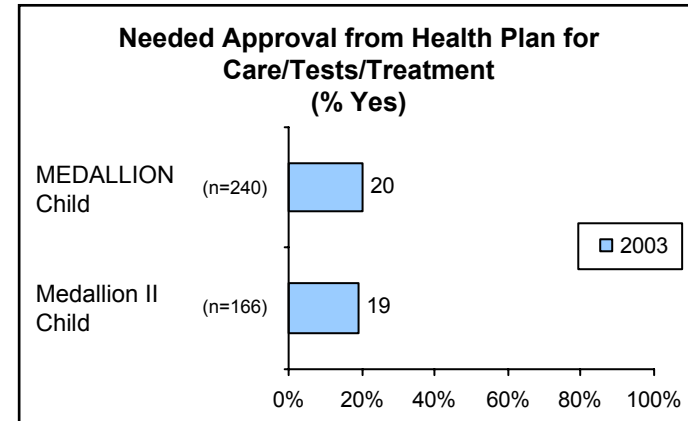
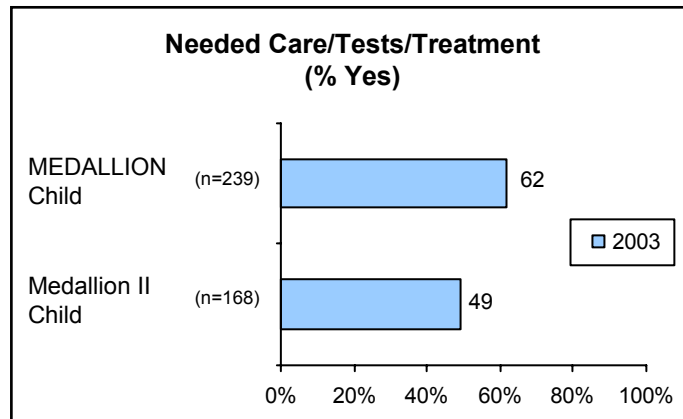
### **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, about two-thirds (67%) reported that they or a doctor believed their child needed care, tests or treatment. About one in ten (12%) needed approval for such care, tests or treatment from their child's health plan.

### **FAMIS MCO**

- In addition, more than one-half of the FAMIS MCO respondents in 2003 (57%) said they or a doctor believed their child needed any care, tests or treatment. And, about two in ten FAMIS MCO respondents (22%) needed approval from their health plan.
  - FAMIS PCCM respondents were more likely than FAMIS MCO respondents to say that they or a doctor believed their child needed any care, tests or treatment in the last six months (67% vs. 57%).

## Access to Health Care (cont'd)



Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ25)

Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ27)

## **UTILIZATION OF SERVICES BY CHILD MEMBERS**

## Utilization of Services

- Respondents were asked if they have been to the emergency room or to a doctor's office or clinic within the past six months.

### **MEDALLION Child**

- One-fourth of the MEDALLION respondents in 2003 (25%) have been to the emergency room in the past six months, while the majority (79%) have been to a doctor's office or clinic during this same time period. On average, these respondents have been to a doctor's office or clinic about two times (2.4 times, down from 2.8 times in 2001).

### **Medallion II Child**

- Medallion II respondents in 2003 exhibited visitation patterns similar to those of the MEDALLION respondents, with about one-fourth (24%) having gone to the emergency room in the past six months and more than seven in ten (73%) having visited a doctor's office or clinic. On average, the Medallion II respondents visited the doctor's office about two times (2.2 times).

### **FAMIS PCCM**

- About one-fourth of the FAMIS PCCM respondents in 2003 (24%) visited the emergency room within the past six months. In addition, the majority (76%) reported going to a doctor's office or clinic, with an average of two visits (2.2 times) during the past six months.

### **FAMIS MCO**

- About two in ten FAMIS MCO respondents in 2003 (19%) have gone to the emergency room in the past six months. Meanwhile, more than seven in ten (73%) have gone to a doctor's office or clinic, visiting an average of two times (2.0 times) in the last six months.

## Utilization of Services (cont'd)

		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Went to the ER in the past 6 months</u>	n=	(530)	(301)	(396)	(234)	(217)	(301)	(83)	(300)
None		77%	75%	72%	76%	82%	76%	83%	81%
1 or 2 times		21%	20%	24%	21%	17%	23%	16%	18%
3 or more times		3%	6%↑	4%	4%	<1%	1%	1%	1%
<u>Went to doctors' office/clinic in past 6 months</u>	n=	(535)	(302)	(396)	(231)	(218)	(301)	(84)	(300)
None		19%	21%	22%	27%	23%	24%	29%	27%
1 or 2 times		42%	45%	47%	44%	47%	44%	44%	46%
3 or more times		39%	34%	32%	29%	30%	32%	27%	27%
Mean (# of times)		2.8	2.4↓	2.6	2.2	2.0	2.2	1.7	2.0

Base=Those answering (CQ23,24)

**CHILD MEMBERS'  
EXPERIENCE WITH HEALTH CARE**



## Child Members' Health Care

- Respondents were asked whether their child has any medical, behavioral or other health condition that has lasted for more than three months.

### **MEDALLION Child**

- In 2003, about one-third of the MEDALLION respondents (34%) said their child has a medical condition that has lasted for more than three months.

### **Medallion II Child**

- In comparison, about one-fourth of the Medallion II respondents in 2003 (23%, down from 36% in 2001) reported that their child has a medical condition that has lasted for more than three months.
  - MEDALLION respondents are more likely than Medallion II respondents (34% vs. 23%) to report that their child has a medical condition that has lasted for more than three months.

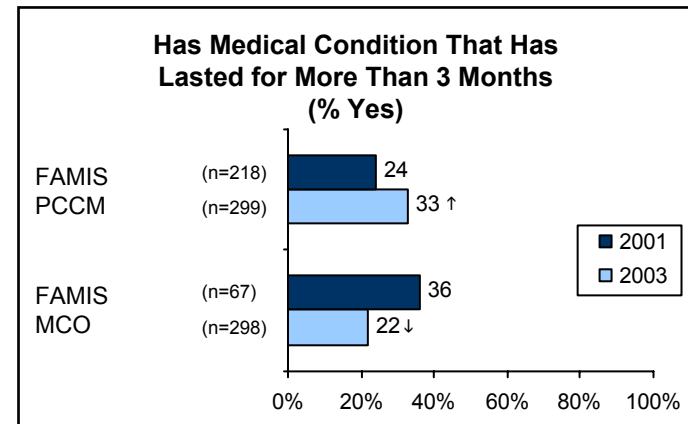
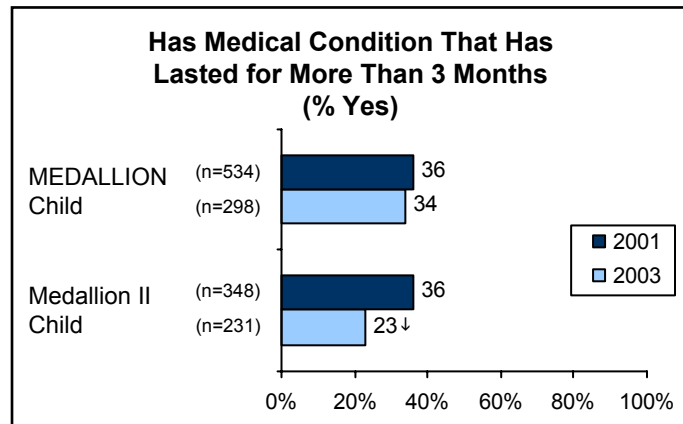
### **FAMIS PCCM**

- Among the FAMIS PCCM respondents in 2003, one-third (33%, up from 24% in 2001) reported having a medical condition that has lasted for more than three months.

### **FAMIS MCO**

- About two in ten FAMIS MCO respondents in 2003 (22%, down from 36% in 2001) have a medical condition that has lasted for more than three months.
  - The proportion of FAMIS PCCM respondents who reported that their child has a medical condition that has lasted for more than three months is significantly higher than the FAMIS MCO respondents (33% vs. 22%).

## Child Members' Health Care (cont'd)



## Child Members' Health Care (cont'd)

- Respondents were asked whether their child is able to talk with doctors about his or her health care. They were also asked whether they had any questions or concerns about their child's health or health care in the previous six months.

### **MEDALLION Child**

- About three-fourths of the MEDALLION respondents in 2003 (74%, up from 67% in 2001) said their child is able to talk with doctors about his or her health care.
- Meanwhile, more than four in ten MEDALLION respondents in 2003 (44%, up from 25% in 2001) had any questions or concerns about their child's health or health care.

### **Medallion II Child**

- In comparison, about six in ten Medallion II respondents in 2003 (61%, down from 71% in 2001) said their child is able to talk with doctors.
  - The proportion of MEDALLION respondents who reported that their child is able to talk with doctors about his or her health care is significantly higher compared to Medallion II respondents (74% vs. 61%).
- Nearly four in ten Medallion II respondents in 2003 (39%, up from 29% in 2001) had any questions or concerns about their child's health or health care.

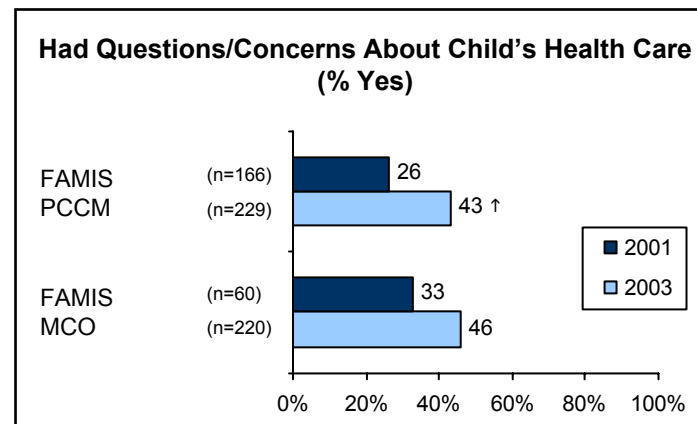
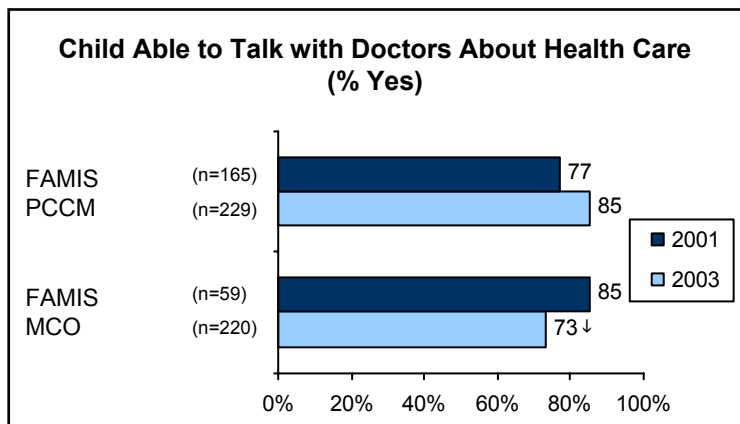
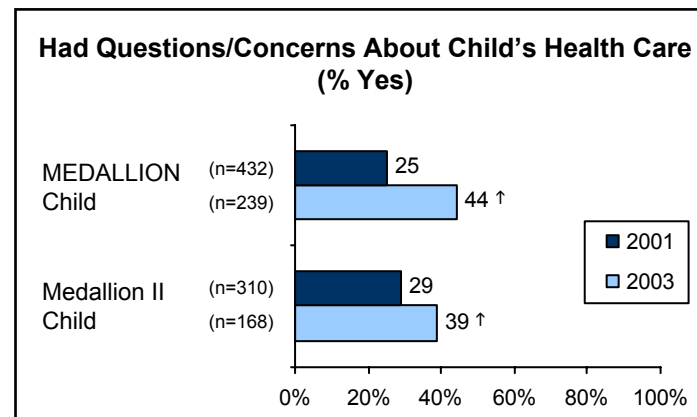
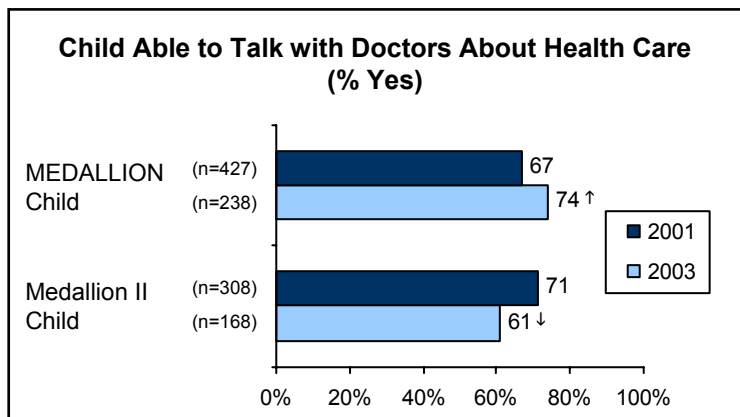
### **FAMIS PCCM**

- More than eight in ten FAMIS PCCM respondents in 2003 (85%) reported that their child is able to talk with doctors.
- Meanwhile, more than four in ten FAMIS PCCM respondents in 2003 (43%, up from 26% in 2001) have had any questions or concerns about their child's health or health care.

### **FAMIS MCO**

- In 2003, about seven in ten FAMIS MCO respondents (73%, down from 85% in 2001) said their child is able to talk with doctors.
  - FAMIS PCCM respondents are more likely to report that their child is able to talk with doctors about his or her health care compared to FAMIS MCO respondents (85% vs. 73%).
- In addition, more than four in ten FAMIS MCO respondents in 2003 (46%) have had questions or concerns about their child's health or health care.

## Child Members' Health Care (cont'd)



Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ36)

Note: In 2003, question asked if respondents are able to talk with doctors, while in 2001, question asked if respondents are old enough to talk with doctors about their health care.

Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ40)

## Child Members' Health Care (cont'd)

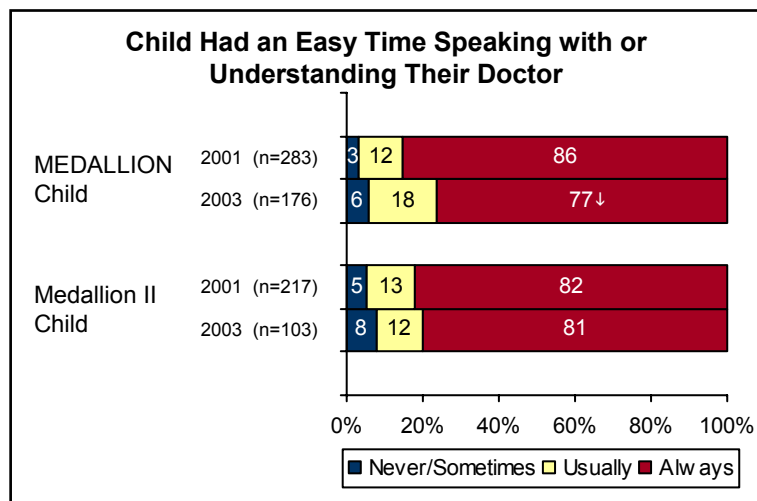
- Respondents were asked how often their child had an easy time speaking with or understanding doctors or other health care providers in the previous six months because they spoke different languages.

### MEDALLION and Medallion II Child

- In 2003, more than three-fourths of the MEDALLION (77%, down from 86% in 2001) and Medallion II (81%) respondents said their child always had an easy time speaking with or understanding their child's doctor. More than one in ten (18% MEDALLION, 12% Medallion II) usually had an easy time, while less than one in ten never or only sometimes had an easy time (6% and 8%, respectively).

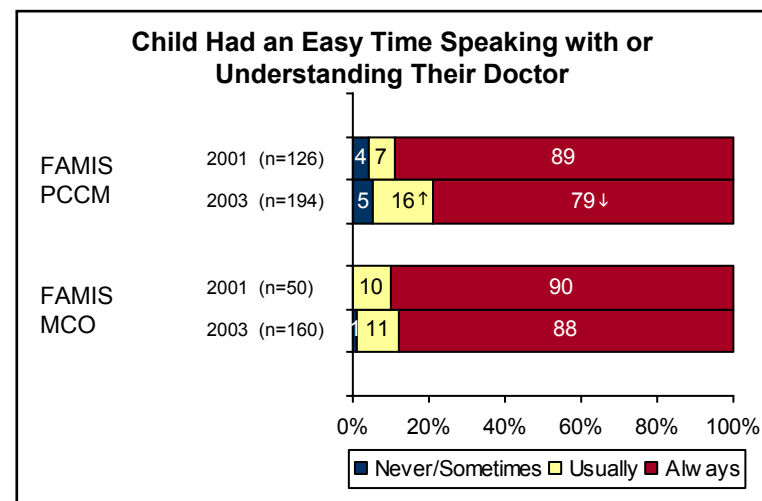
### FAMIS PCCM and FAMIS MCO

- FAMIS MCO respondents in 2003 (88%) are more likely than their FAMIS PCCM counterparts (79%, down from 89% in 2001) to always have an easy time speaking with or understanding doctors. About one in six FAMIS PCCM respondents (16%, up from 7% in 2001) and about one in ten FAMIS MCO respondents (11%) usually did, while one in twenty or less (5% FAMIS PCCM, 1% FAMIS MCO) never or only sometimes had any easy time.



Base=Those whose child went to a doctor's office or clinic in the last 6 months, able to talk with doctors about their health care and able to rate (CQ37)

Note: In 2003, question was asked of those whose child is able to talk with doctors, while in 2001, question was asked of those whose child is old enough to talk with doctors about their health care.



Base=Those whose child went to a doctor's office or clinic in the last 6 months, able to talk with doctors about their health care and able to rate (CQ37)

Note: In 2003, question was asked of those whose child is able to talk with doctors, while in 2001, question was asked of those whose child is old enough to talk with doctors about their health care.

## Child Members' Health Care (cont'd)

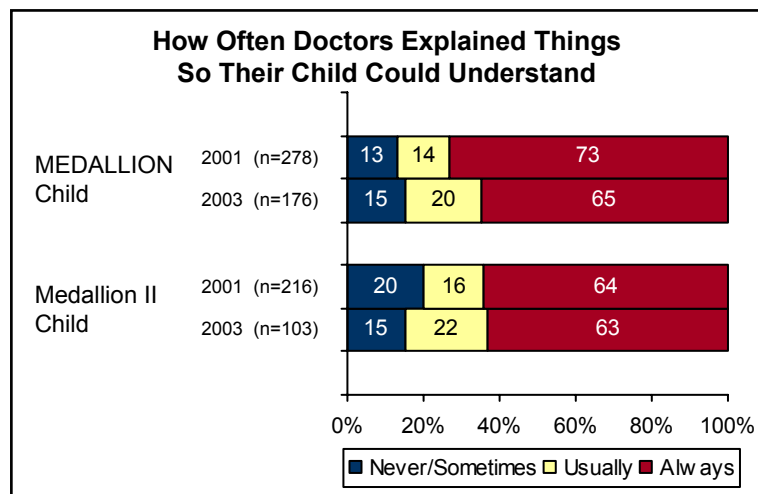
- Respondents were asked how often in the past six months doctors or other health providers explained things in a way their child could understand.

### MEDALLION and Medallion II Child

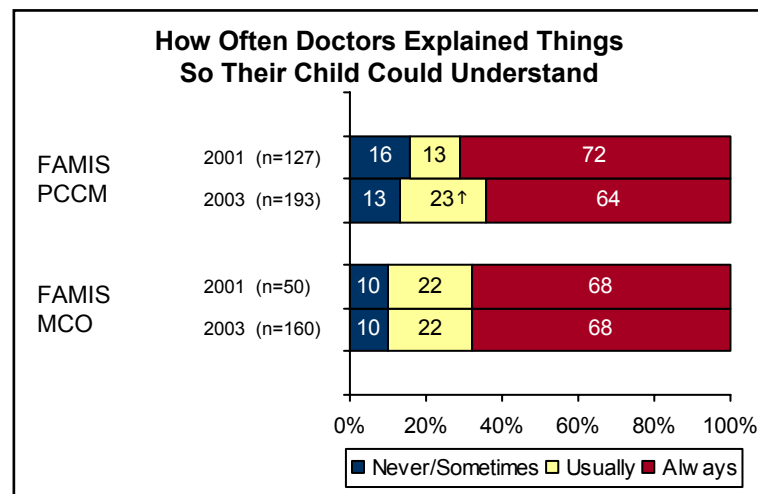
- In 2003, more than six in ten MEDALLION (65%) and Medallion II (63%) respondents said doctors always explained things so their child could understand, and about two in ten (20% MEDALLION, 22% Medallion II) said this usually happened. Meanwhile, about one in seven (15% each) indicated that doctors never or only sometimes explained things so their child could understand.

### FAMIS PCCM and FAMIS MCO

- More than six in ten FAMIS PCCM (64%) and FAMIS MCO (68%) respondents in 2003 said doctors always explained things so their child could understand. Meanwhile, more than two in ten FAMIS PCCM (23%, up from 13% in 2001) and FAMIS MCO (22%) respondents said that doctors usually did. Conversely, at least one in ten (13% and 10%, respectively) said this never or only sometimes happened.



Base=Those whose child went to a doctor's office or clinic in the last 6 months, able to talk with doctors about their health care and able to rate (CQ38)  
 Note: In 2003, question was asked of those whose child is able to talk with doctors, while in 2001, question was asked of those whose child is old enough to talk with doctors about their health care.



Base=Those whose child went to a doctor's office or clinic in the last 6 months, able to talk with doctors about their health care and able to rate (CQ38)  
 Note: In 2003, question was asked of those whose child is able to talk with doctors, while in 2001, question was asked of those whose child is old enough to talk with doctors about their health care.

## Child Members' Health Care (cont'd)

- Respondents were asked whether any decisions had been made about their child's health care in the previous six months.

### MEDALLION Child

- In 2003, more than four in ten MEDALLION respondents (44%) said that decisions were made about their child's health care in the last six months, representing an increase since 2001 (36%).

### Medallion II Child

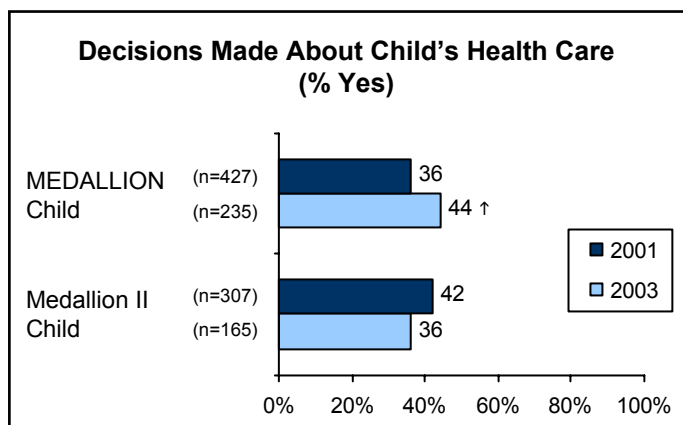
- In comparison, more than one-third of the Medallion II respondents (36%) said decisions were made about their child's health care.

### FAMIS PCCM

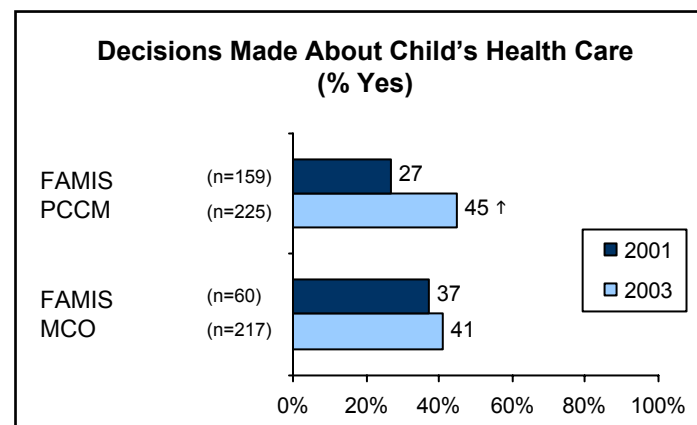
- Among FAMIS PCCM respondents in 2003, more than four in ten (45%, up from 27% in 2001) had decisions made about their child's health care.

### FAMIS MCO

- Similarly, about four in ten FAMIS MCO respondents (41%) had decisions made in the last six months about their child's health care.



Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ44)



Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ44)

## Child Members' Health Care (cont'd)

- Respondents were asked whether their child is currently enrolled in a school or daycare. Those whose child is currently enrolled were then asked if they needed their child's doctors to contact their child's school or daycare center about their child's health.

### **MEDALLION Child**

- In 2003, about three-fourths of the MEDALLION respondents (76%, down from 84% in 2001) reported that their child is currently enrolled in school or daycare.
- Among those whose child is currently enrolled in school or daycare, one in ten MEDALLION respondents (10%, down from 22% in 2001) reported that they needed their child's doctors to contact the school or daycare.

### **Medallion II Child**

- About two-thirds of the Medallion II respondents in 2003 (67%, down from 84% in 2001) reported that their child is currently enrolled in school or daycare.
  - The proportion of MEDALLION respondents who reported that their child is currently enrolled in school or daycare is significantly higher than the Medallion II respondents (76% vs. 67%).
- Among those whose child is currently enrolled in school or daycare, one in six (17%) reported that they needed their child's doctors to contact their child's school or daycare.

### **FAMIS PCCM**

- In 2003, nearly eight in ten FAMIS PCCM respondents (79%, down from 87% in 2001) reported that their child is currently enrolled in school or daycare.
- Among those whose child is currently enrolled in school or daycare, only 9% reported that they needed their child's doctors to contact the school or daycare.

### **FAMIS MCO**

- In addition, about seven in ten FAMIS MCO respondents in 2003 (71%, down from 92% in 2001) reported that their child is currently enrolled in school or daycare.
  - FAMIS PCCM respondents (79%) were more likely than FAMIS MCO respondents (71%) to report that their child is currently enrolled in school or daycare.
- Among those whose child is currently enrolled in school or daycare, only 8% reported that they needed their child's doctors to contact their child's school or daycare.



## Child Members' Health Care (cont'd)

This table shows the utilization of services of <i>child members</i> :								
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u> <u>2003</u>
<u>Child Enrolled in School or Daycare</u>	n=	(431)	(298) <sup>1</sup>	(309)	(231) <sup>1</sup>	(167)	(299) <sup>1</sup>	(60)   (298) <sup>1</sup>
Yes		84%	76%↓	84%	67%↓	87%	79%↓	92%   71%↓
<u>Needed Doctor to Contact a School or Daycare About Child's Health or Health Care<sup>2</sup></u>	n=	(360)	(224)	(259)	(155)	(145)	(235)	(55)   (212)
Yes		22%	10%↓	18%	17%	15%	9%	16%   8%

Base=Those whose child went to a doctor's office/clinic in the last 6 months and answering (CQ50,51)

<sup>1</sup>Base=Those answering

<sup>2</sup>Base=Those whose child is now enrolled in school or daycare and answering

## Child Members' Health Care (cont'd)

- Respondents were asked if their child was two years old or younger. Those whose child is two years old or younger were then asked whether they received any reminders after their child was born to bring them in for a check-up to see how he or she was doing, or for shots or drops.

### **MEDALLION Child**

- In 2003, about one in seven MEDALLION respondents (15%) said their child was two years old or younger. Of those MEDALLION respondents, seven in ten (70%) reported receiving reminders for check-ups, shots or drops.

### **Medallion II Child**

- Approximately one-fourth of the Medallion II respondents in 2003 (24%, up from 10% in 2001) said their child was two years old or younger, representing a significantly larger proportion than the MEDALLION respondents. Meanwhile, about three-fourths of these respondents (76%) said they received reminders to bring their child in for a check-up, shots or drops.

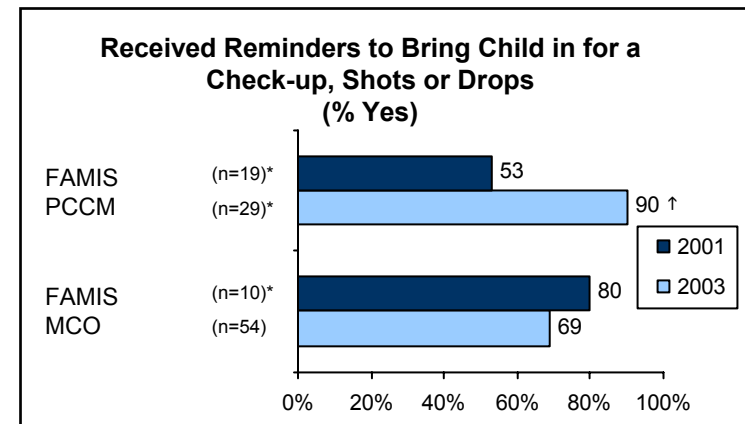
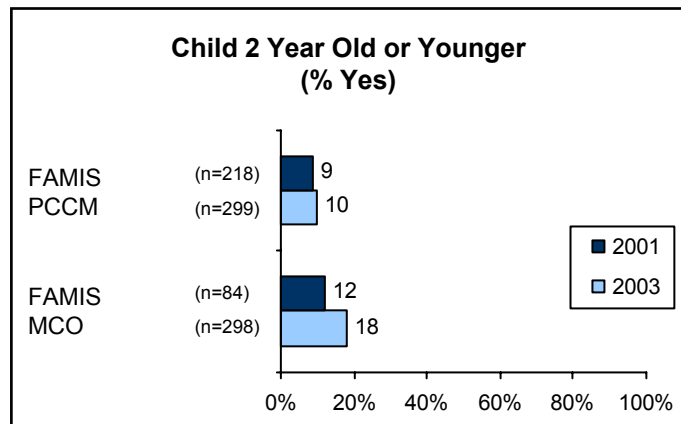
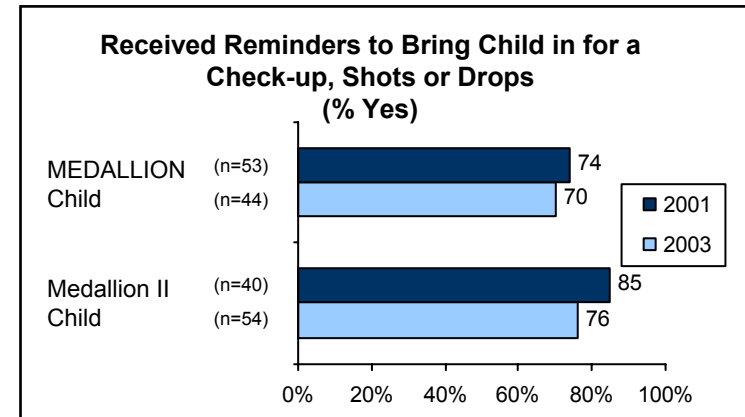
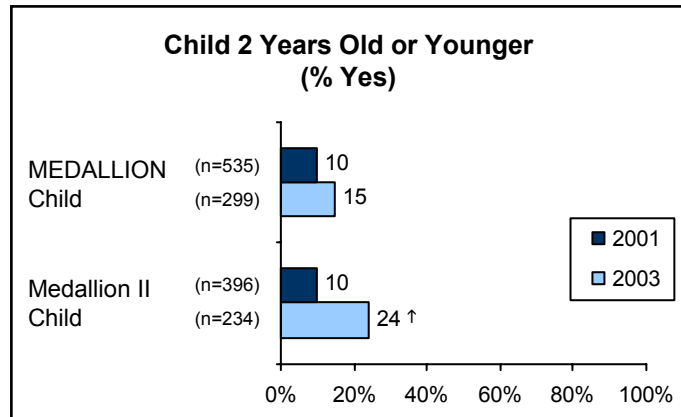
### **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, one in ten (10%) indicated that their child was two years or younger. The vast majority of these respondents (90%, up from 53% in 2001) reported receiving reminders for a check-up, shots or drops.

### **FAMIS MCO**

- In 2003, nearly two in ten FAMIS MCO respondents (18%) said their child was two years old or younger, representing a significantly larger proportion than the FAMIS PCCM respondents. Meanwhile, almost seven in ten (69%) said they received reminders to bring their child in for a check-up, shots or drops. This proportion, however, is significantly lower than that of the FAMIS PCCM respondents.

## Child Members' Health Care (cont'd)



Base=Those answering (CQ57)

Base=Those whose child is 2 years old or younger and answering (CQ58)  
 \*Caution: Small Base

## Child Members' Health Care (cont'd)

- Those whose child was two years old or younger were asked whether their child went to the doctor or other health provider for a check-up to see how he or she was doing, or for shots or drops. Those who went to a doctor or other health provider for a check-up, shots or drops were asked whether they got an appointment for their child's first visit to a doctor or health provider for a check-up, or for shots or drops as soon as they wanted.

### **MEDALLION Child**

- In 2003, nearly nine in ten MEDALLION respondents (89%) went to a doctor's office for a check-up, shots or drops. Among these respondents, about nine in ten (92%) said they received an appointment as soon as they wanted.

### **Medallion II Child**

- The vast majority of Medallion II respondents in 2003 (96%) went to a doctor's office for a check-up, shots or drops. Similarly, the overwhelming majority (98%) reported receiving an appointment as soon as they wanted.

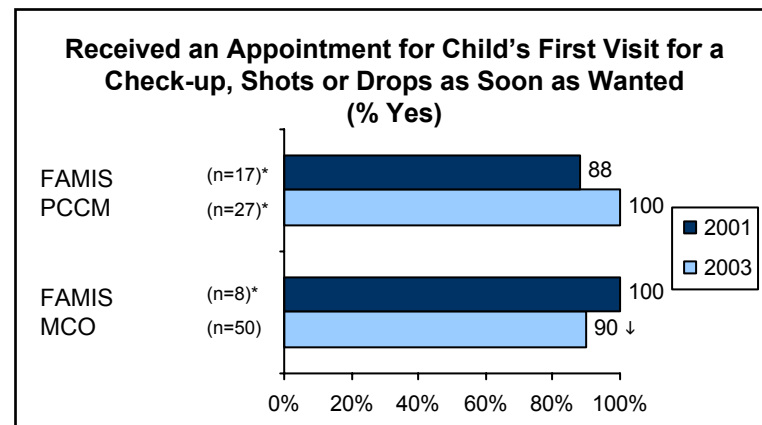
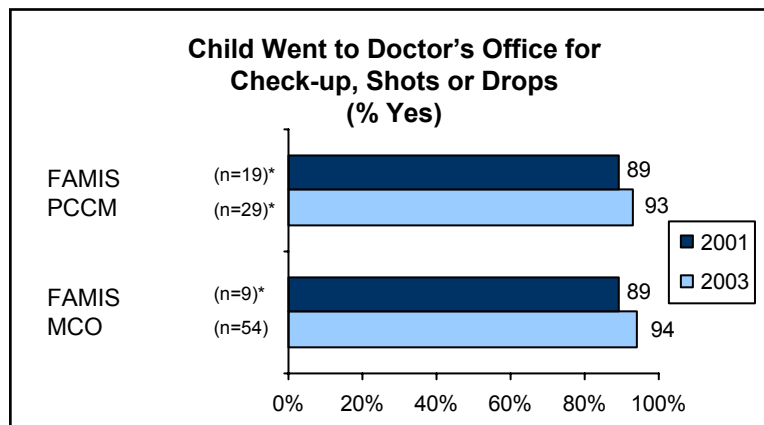
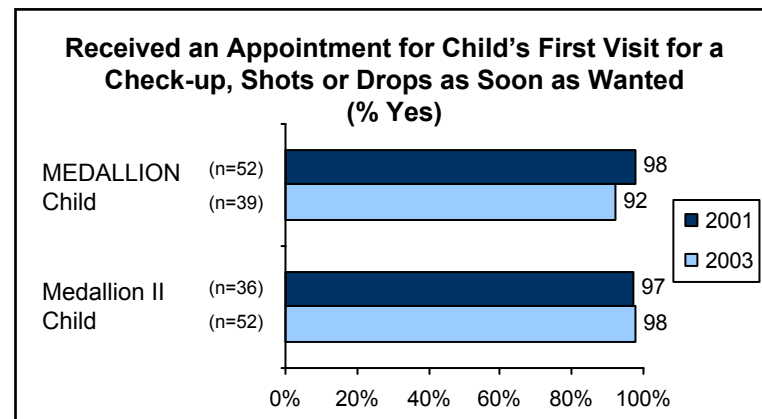
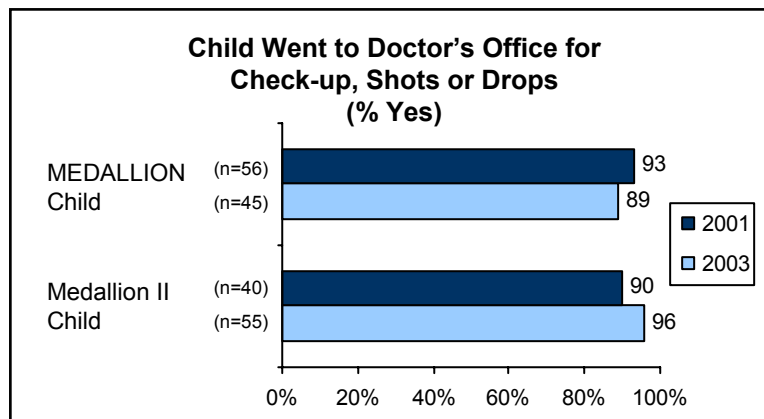
### **FAMIS PCCM**

- Among the FAMIS PCCM respondents in 2003, more than nine in ten (93%) went to a doctor's office for a check-up, shots, or drops. Notably, all of these respondents (100%) said they received an appointment as soon as they wanted.

### **FAMIS MCO**

- The vast majority of FAMIS MCO respondents in 2003 (94%) took their child to a doctor's office for a check-up, shots or drops. Nine in ten of these FAMIS MCO respondents (90%, down from 100% in 2001) reported receiving an appointment as soon as they wanted.

## Child Members' Health Care (cont'd)



Base=Those whose child is 2 years old or younger and answering (CQ59)

\*Caution: Small Base

Base=Those whose child went to a doctor or health care provider for a check-up, shots or drops and answering (CQ60)

\*Caution: Small Base

**CHILD MEMBERS WITH CHRONIC CONDITIONS  
MEASUREMENT SET COMPOSITE SCORES**

## Access to Prescription Medicine

- All respondents were asked about receiving new or refilled prescription medicine, how much of a problem they had with getting prescription medicine and if anyone from their child's health plan helped them with this problem.

### **MEDALLION Child**

- In 2003, most of the MEDALLION respondents (74%, up from 67% in 2001) have received a new or refilled prescription for their child.
- More than nine in ten MEDALLION respondents (94%) said they had no problems getting or refilling a prescription, while one in twenty (5%) reported having had a small problem and 1% had a big problem.
- More than one-half of those who had a problem getting their prescriptions (57%) received help with their problem.

### **Medallion II Child**

- In comparison, more than six in ten Medallion II respondents in 2003 (64%) have also received prescription medication, representing a significantly smaller proportion than the MEDALLION respondents.
- About eight in ten respondents (82%) had no problems getting this prescription medication. However, about one in ten (12%) said they had a small problem and 7% said they had a big problem getting their child's prescription.
  - MEDALLION respondents were more likely than Medallion II respondents to say they did not have a problem getting or refilling their child's prescription (94% vs. 82%).
- Of those who had a problem, more than one-half (56%) received help getting their prescription.

### **FAMIS PCCM**

- Three-fourths of the FAMIS PCCM respondents in 2003 (75%, up from 63% in 2001) reported that they received a new or refilled prescription for their child.
- The vast majority of respondents (94%) had no problems with this aspect of their child's plan. Only one in twenty (5%) reported having a small problem, while 1% had a big problem.
- Among those who had a problem getting the prescription, more than one-half (57%) received the help they needed.

## Access to Prescription Medicine (cont'd)

### FAMIS MCO

- About six in ten FAMIS MCO respondents in 2003 (63%) said they have received a new or refilled prescription, however, this proportion is significantly smaller than that of the FAMIS PCCM respondents.
- More than eight in ten respondents (84%) had no problem getting or refilling a prescription. However, more than one in ten (13%) said they had a small problem and few (3%) reported having a big problem.
  - FAMIS PCCM respondents were significantly more likely to report they had no problems getting or refilling a prescription for their child compared to FAMIS MCO respondents (94%% vs. 84%).
- About two-thirds of the FAMIS MCO respondents who had a problem (67%) said they got the help they needed.



## Access to Prescription Medicine (cont'd)

This table shows the usage of prescription medications among <i>child members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
<u>Prescription Medication</u>		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
Got a new or refilled prescription for medicine	n=	(531)	(300)	(395)	(231)	(216)	(301)	(84)	(299)
Yes		67%	74%†	66%	64%	63%	75%†	56%	63%
Problem getting prescription medicine <sup>1</sup>	n=	(354)	(222)	(262)	(147)	(136)	(226)	(45)	(185)
Big problem		1%	1%	5%	7%	3%	1%	2%	3%
Small problem		3%	5%	7%	12%	9%	5%	9%	13%
Not a problem		96%	94%	88%	82%	88%	94%	89%	84%
Received help in getting the prescription <sup>2</sup>	n=	(12)*	(14)*	(30)*	(25)*	(16)*	(14)*	(5)*	(30)*
Yes		33%	57%	67%	56%	44%	57%	80%	67%

Base=Those answering (CQ79-81/83-85)

<sup>1</sup>Base=Those who got a prescription or refilled a prescription for their child and able to rate

<sup>2</sup>Base=Those who had a problem getting or refilling a prescription for their child and answering

\*Caution: Small Base

# Access to Specialized Services

- The composite score for “Access to Specialized Services” in 2003 indicates that the majority of respondents did not have a problem getting specialized services for their child.

## **MEDALLION Child**

- In 2003, about two-thirds of the MEDALLION respondents (67%) had no problem accessing specialized services, and about two in ten (19%) had a small problem. Furthermore, more than one in ten (13%) had a big problem accessing specialized services.

## **Medallion II Child**

- Similarly, about two-thirds of the Medallion II respondents in 2003 (67%) had no problem accessing specialized services, and about one in seven (14%) had a small problem. Conversely, about two in ten (19%) had a big problem accessing specialized services.

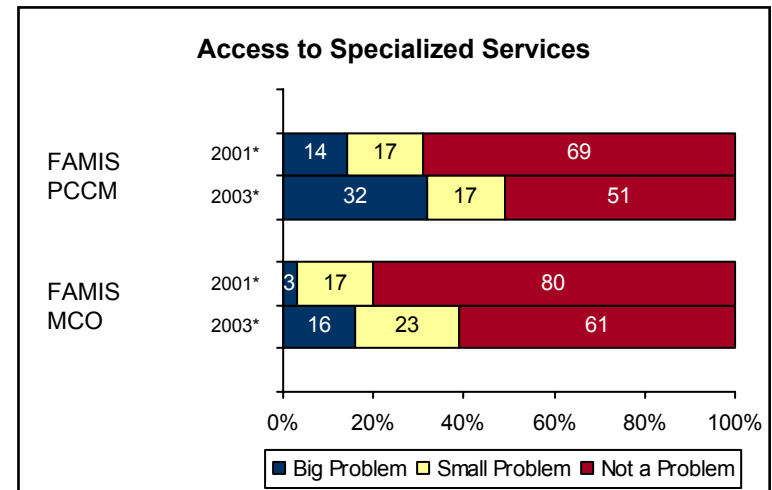
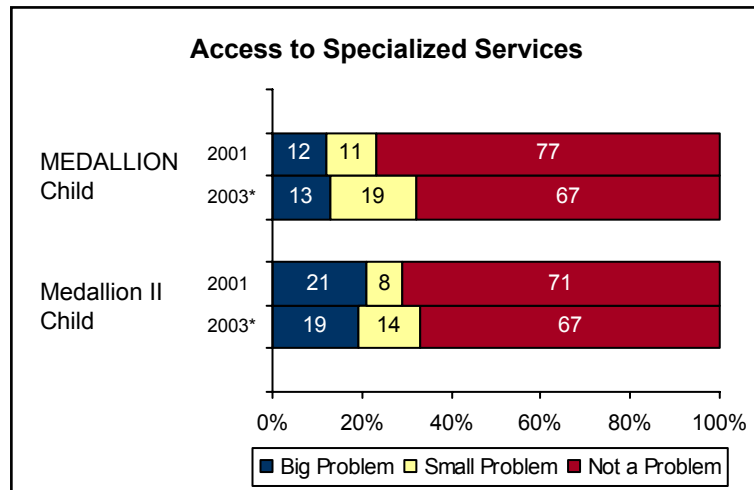
## **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, about one-half (51%) had no problem accessing specialized services, and about one in six (17%) had a small problem. Meanwhile, approximately one-third (32%) had a big problem accessing specialized services.

## **FAMIS MCO**

- In comparison, about six in ten FAMIS MCO respondents (61%) had no problem accessing specialized services, and more than two in ten (23%) had a small problem. On the other hand, about one in six (16%) had a big problem accessing specialized services.

## Access to Specialized Services (cont'd)



To get the percentages shown for the composite score, we scored the answers to three individual survey questions. These questions asked:

- How much of a problem it was to get special medical equipment for their child (CQ62)
- How much of a problem it was to get special therapy for their child (CQ65)
- How much of a problem it was to get treatment or counseling for their child (CQ68)

Base=For these three questions on "access to specialized services," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

\*Caution: Small Base

## Access to Specialized Services (cont'd)

- The following tables show respondents' experiences with getting special medical equipment, special therapy, treatment or counseling, home care services and care from more than one health care provider or using more than one health care service.

### **MEDALLION Child**

- In 2003, relatively few MEDALLION respondents reported needing any special medical equipment (4%, down from 8% in 2001), any special therapy (7%, down from 13% in 2001), any treatment or counseling (14%), or home care services (1%) for their child or getting care from more than one kind of health care provider or using more than one kind of health care service (23%).

### **Medallion II Child**

- Similarly, relatively few Medallion II respondents in 2003 reported needing any special medical equipment (6%), any special therapy (4%, down from 10% in 2001), any treatment or counseling (15%), or home care services (1%) for their child or getting care from more than one kind of health care provider or using more than one kind of health care service (17%, down from 23% in 2001).

### **FAMIS PCCM**

- Among FAMIS PCCM respondents in 2003, few reported needing any special medical equipment (5%, up from 1% in 2001), any special therapy (2%, down from 6% in 2001), any treatment or counseling (11%), or home care services (0%) for their child or getting care from more than one kind of health care provider or using more than one kind of health care service (24%).

### **FAMIS MCO**

- In 2003, few FAMIS MCO respondents reported needing any special medical equipment (5%), any special therapy (5%), any treatment or counseling (7%), or home care services (<1%) for their child or getting care from more than one kind of health care provider or using more than one kind of health care service (16%).

## Access to Specialized Services (cont'd)

This table shows the access to specialized services by <i>child members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
<u>Special Medical Equipment</u>		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
Got special medical equipment/devices such as walker, wheelchair, nebulizer, feeding tubes, oxygen equipment	n=	(535)	(299)	(396)	(231)	(217)	(298)	(84)	(300)
Yes		8%	4%↓	6%	6%	1%	5%↑	5%	5%
Problem getting special medical equipment <sup>1</sup>	n=	(39)	(11)*	(24)*	(15)*	(3)*	(14)*	(4)*	(14)*
Big problem		21%	18%	33%	7%↓	33%	21%	0%	14%
Small problem		15%	18%	8%	13%	33%	14%	0%	21%
Not a problem		64%	64%	58%	80%	33%	64%	100%	64%↓
Received help getting special medical equipment <sup>2</sup>	n=	(14)*	(4)*	(10)*	(3)*	(2)*	(5)*	(0)	(5)*
Yes		57%	50%	50%	67%	50%	0%	0%	60%
<u>Special Therapy</u>									
Got or tried to get special therapy such as physical, occupational or speech therapy	n=	(533)	(299)	(395)	(230)	(217)	(297)	(84)	(300)
Yes		13%	7%↓	10%	4%↓	6%	2%↓	5%	5%
Problem getting special therapy <sup>3</sup>	n=	(67)	(21)*	(38)	(9)*	(13)*	(6)*	(4)*	(15)*
Big problem		4%	14%	16%	33%	0%	50%	0%	20%
Small problem		9%	24%	11%	11%	8%	17%	25%	13%
Not a problem		87%	62%↓	74%	56%	92%	33%↓	75%	67%
Received help getting special therapy <sup>4</sup>	n=	(9)*	(8)*	(10)*	(4)*	(1)*	(4)*	(1)*	(4)*
Yes		89%	62%	60%	25%	0%	50%	0%	50%

Base=Those answering (CQ61-66)

<sup>1</sup>Base=Those who got or tried to get special medical equipment/devices for their child and able to rate

<sup>2</sup>Base=Those who had a problem getting or trying to get special medical equipment/devices for their child and answering

<sup>3</sup>Base=Those who got or tried to get special therapy for their child and able to rate

<sup>4</sup>Base=Those who had a problem getting or trying to get special therapy for their child and answering

\*Caution: Small Base

## Access to Specialized Services (cont'd)

This table shows the access to specialized services by *child members*:

		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Treatment or Counseling</u>									
Got or tried to get treatment/counseling for an emotional, developmental or behavioral problem	n=	(534)	(299)	(395)	(230)	(218)	(299)	(84)	(300)
Yes		13%	14%	14%	15%	11%	11%	13%	7%
Problem getting treatment/counseling <sup>1</sup>	n=	(69)	(39)	(55)	(34)*	(23)*	(32)*	(11)*	(21)*
Big problem		12%	8%	13%	18%	9%	25%	9%	14%
Small problem		7%	15%	5%	18%	9%	19%	27%	33%
Not a problem		81%	77%	82%	65%	83%	56%↓	64%	52%
Received help getting treatment/counseling <sup>2</sup>	n=	(13)*	(8)*	(10)*	(12)*	(4)*	(14)*	(4)*	(10)*
Yes		46%	62%	40%	75%	50%	50%	25%	20%
<u>Health Care Providers or Services</u>									
Got care from more than one kind of health care provider or used more than one kind of health care service	n=	(528)	(295)	(392)	(229)	(214)	(297)	(84)	(297)
Yes		23%	23%	23%	17%↓	19%	24%	15%	16%
<u>Home Health Services</u>									
Needed someone to come into home to give home health care or assistance	n=	(535)	(296)	(396)	(230)	(218)	(297)	(84)	(298)
Yes		1%	1%	2%	1%	0%	0%	0%	<1%
Problem getting home health services <sup>3</sup>	n=	(7)*	(4)*	(9)*	(3)*	(0)	(0)	(0)	(1)*
Big problem		0%	50%	33%	0%	0%	0%	0%	0%
Small problem		14%	0%	0%	67%	0%	0%	0%	100%
Not a problem		86%	50%	67%	33%	0%	0%	0%	0%

Base=Those answering (CQ67-70,71a,71b)

<sup>1</sup>Base=Those who got or tried to get treatment/counseling for their child and able to rate

<sup>2</sup>Base=Those who had a problem getting or trying to get treatment/counseling for their child and answering

<sup>3</sup>Base=Those who needed someone to come into their home to give home health care or assistance for their child and able to rate

\*Caution: Small Base

# Family Centered Care

## *Personal Doctor or Nurse Who Knows Their Child*

- Overall, the composite score for “Personal Doctor or Nurse Who Knows Their Child” in 2003 indicates that the majority of all respondents said that their child’s doctor or nurse knows their child.
- To obtain this composite score, respondents were asked if their child’s personal doctor or nurse talked with them in the last six months about how their child is feeling, growing or behaving. In addition, those who reported that their child has a medical, behavioral or other health condition that has lasted for more than three months were asked if their child’s personal doctor or nurse understands how these health conditions affect the child’s day-to-day life, as well as how they affect the family’s day-to-day life.

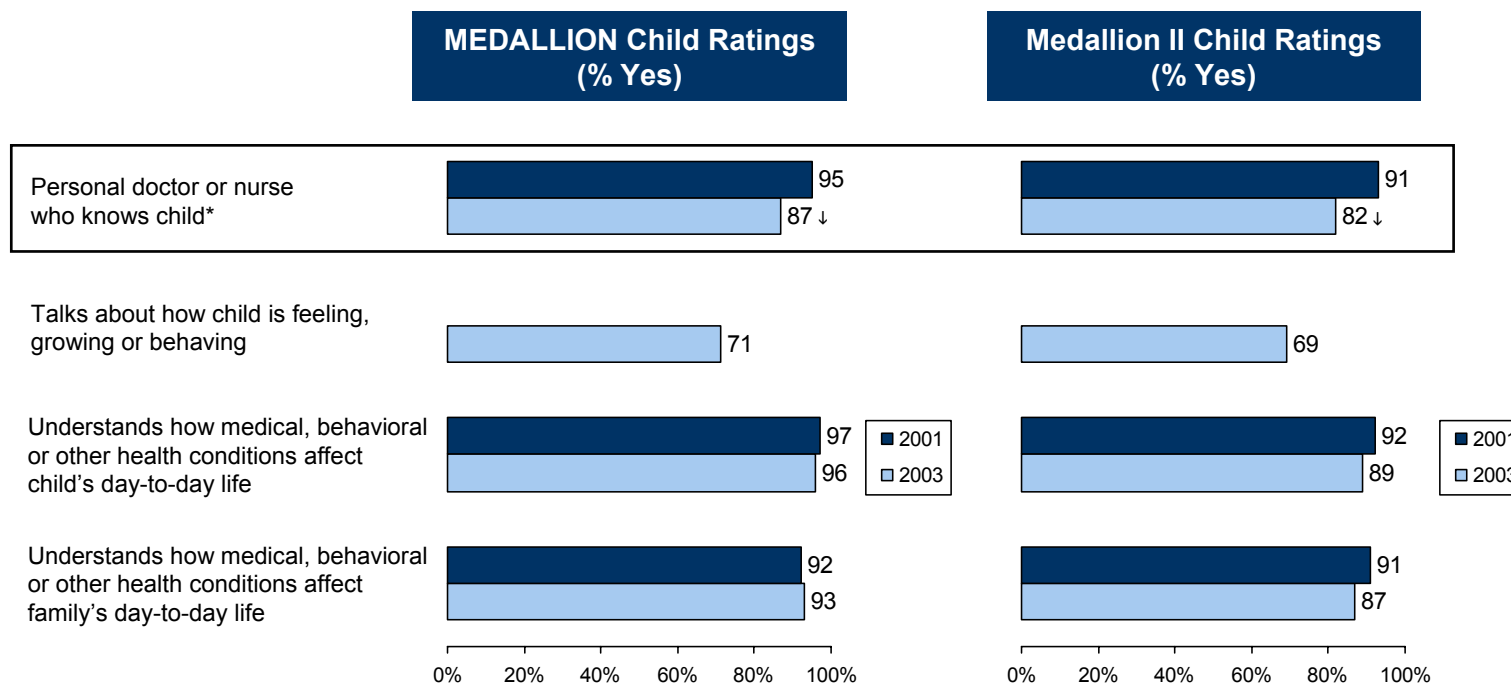
## **MEDALLION Child**

- The composite score shows that more than eight in ten MEDALLION respondents in 2003 (87%, down from 95% in 2001) indicated that their child’s doctor or nurse knows their child.
  - About seven in ten MEDALLION respondents in 2003 (71%) reported that their child’s personal doctor or nurse has talked with them about how their child is feeling, growing or behaving.
  - In addition, the vast majority of those whose child has any medical, behavioral or other health conditions said that their doctor understands how these conditions affect their child’s day-to-day life (96%) and their family’s day-to-day life (93%).

## **Medallion II Child**

- In comparison, the composite score shows that more than eight in ten Medallion II respondents in 2003 (82%, down from 91% in 2001) reported that their child’s personal doctor or nurse knows their child.
  - Specifically, nearly seven in ten Medallion II respondents in 2003 (69%) said their child’s personal doctor or nurse has talked with them about how their child is feeling, growing or behaving.
  - And, more than eight in ten of those whose child has a medical, behavioral or other health condition, said their child’s personal doctor or nurse understands how these conditions affect their child’s (89%) and their family’s (87%) day-to-day life.

## Family Centered Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to three individual survey questions. These questions asked whether their child's personal doctor or nurse:

- Talks about how child is feeling, growing or behaving (CQ8)
- Understands how medical, behavioral or other health conditions affect their child's day-to-day life (CQ10)
- Understands how medical, behavioral or other health conditions affect their family's day-to-day life (CQ11)

Base=For these three questions on "personal doctor or nurse who knows child," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Note: CQ8 in 2001 asked how often doctor or nurse talked about how child is feeling, growing or behaving, while in 2003, question asked if doctor or nurse did talk with them about how their child is feeling, growing or behaving.



## Family Centered Care (cont'd)

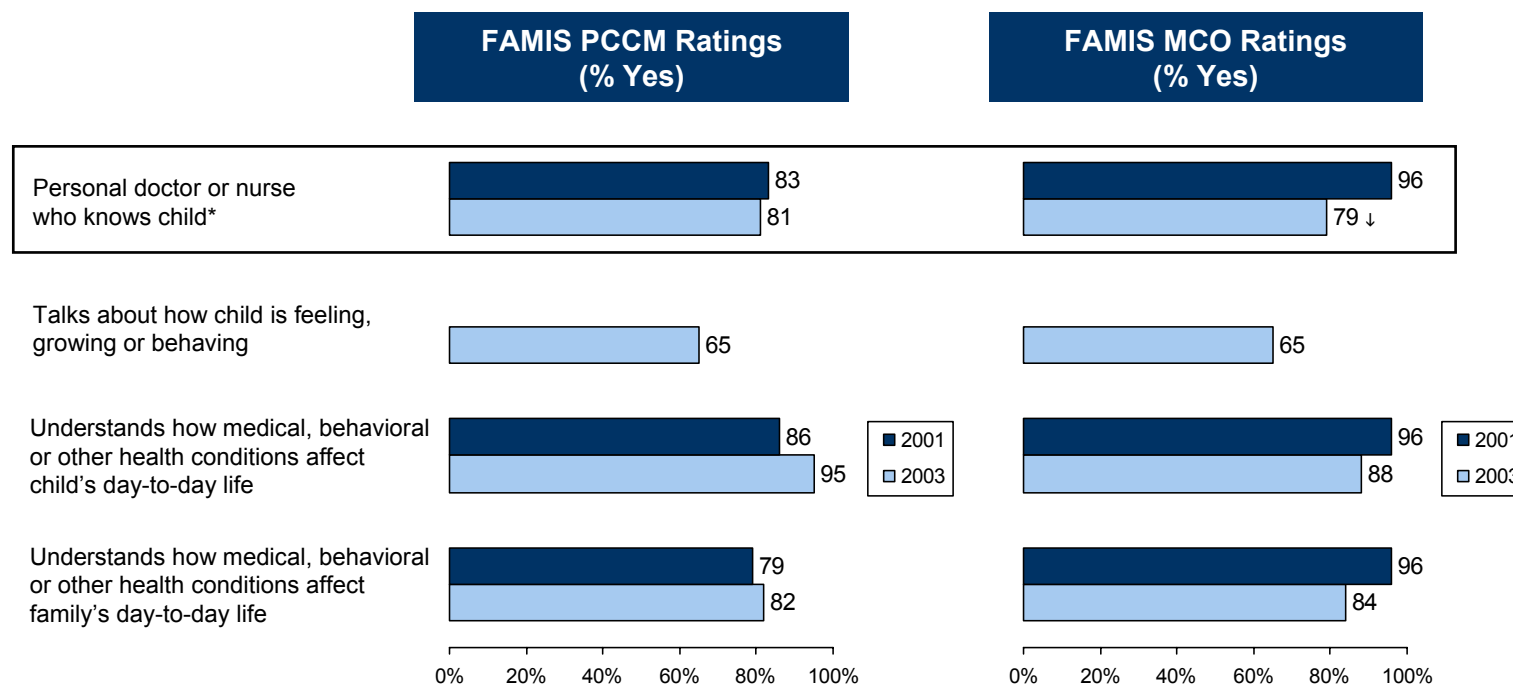
### FAMIS PCCM

- The composite score shows that about eight in ten FAMIS PCCM respondents in 2003 (81%) indicated that their child's personal doctor or nurse knows their child.
  - Specifically, about two-thirds of the FAMIS PCCM respondents in 2003 (65%) said that their child's doctor or nurse has talked with them about how their child is feeling, growing or behaving.
  - Among those whose child has a medical, behavioral or other health condition, more than nine in ten said their child's doctor or nurse understands how these conditions affect their child's day-to-day life (95%), while about eight in ten reported that their child's doctor or nurse understands how these conditions affect their family's day-to-day life (82%).

### FAMIS MCO

- The composite score shows that nearly eight in ten FAMIS MCO respondents in 2003 (79%, down from 96% in 2001) indicated that their child's personal doctor or nurse knows their child.
  - Similarly, about two-thirds of the FAMIS MCO respondents in 2003 (65%) said their child's doctor or nurse has spoken with them about how their child is feeling, growing or behaving.
  - And, more than eight in ten of those whose child has any medical, behavioral or other health condition noted that their child's doctor or nurse understands how these conditions affect their child's (88%) and family's (84%) day-to-day life.

## Family Centered Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to three individual survey questions. These questions asked whether their child's personal doctor or nurse:

- Talks about how child is feeling, growing or behaving (CQ8)
- Understands how medical, behavioral or other health conditions affect their child's day-to-day life (CQ10)
- Understands how medical, behavioral or other health conditions affect their family's day-to-day life (CQ11)

Base=For these three questions on "personal doctor or nurse who knows child," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Note: CQ8 in 2001 asked how often doctor or nurse talked about how child is feeling, growing or behaving, while in 2003, question asked if doctor or nurse did talk with them about how their child is feeling, growing or behaving.

## Family Centered Care (cont'd)

### *Shared Decision-Making*

- The composite score for “Shared Decision-Making” indicates that the majority of all respondents said that their child’s doctors or other health providers always included them in the decision-making regarding their child’s health care.
- To obtain this composite score, respondents who had decisions made about their child’s health care in the previous six months were asked how often their child’s doctors or other health providers offered them choices about their child’s health care, discussed with them the good and bad things about each of the different choices, asked them which choices they prefer, and involved them as much as they wanted in the decision-making.

### **MEDALLION Child**

- Overall, the composite score shows that more than one-half of the MEDALLION respondents in 2003 (57%) indicated they were always included in the decision-making for their child’s health care. Meanwhile, about one-fourth (24%) usually were included, and about two in ten (19%) never or only sometimes shared in these decisions.
  - More than one-half of the MEDALLION respondents in 2003 (55%) reported that they were always offered choices about their child’s health care. At the same time, one-fourth (25%) said this usually happened and about two in ten (19%) said they never or only sometimes were offered choices.
  - About six in ten (62%) said that their child’s doctors always discussed the good and bad things about each of the choices, and about two in ten (21%) said this usually happened. Furthermore, about one in six (17%) said their child’s doctors never or only sometimes did so.
  - Just less than one-half (48%) said they were always asked which choices they prefer with regard to their child’s health care, and about one-fourth (26%, up from 16% in 2001) said they were usually asked. However, one-fourth (25%) said they were never or only sometimes asked which choices they prefer.
  - Approximately six in ten (62%) said their child’s health providers always involved them as much as they wanted in the decision-making for their child’s health care, and about two in ten (23%) said they usually did. Meanwhile, one in seven (15%) said they never or only sometimes did.

## Family Centered Care (cont'd)

### Medallion II Child

- Similarly, the composite score shows that more than one-half of the Medallion II respondents in 2003 (58%) indicated they were always included in the decision-making for their child. About one-fourth (24%) said they were usually included, while nearly two in ten (18%) were never or only sometimes included in the decision-making.
  - More than one-half of the Medallion II respondents (53%) were always offered choices about their child's health care, and one-fourth (25%) said this usually happened. Meanwhile, about two in ten (22%) said they never or only sometimes were offered such choices.
  - Six in ten (60%) said their child's health provider always discussed the good and bad things about each of their choices, and one-fourth (25%) said doctors usually discussed this with them. Conversely, about one in seven (15%) said this never or only sometimes happened.
  - More than one-half (53%) said doctors always asked them which choices they prefer, and one-fourth (25%) said they usually were asked. Meanwhile, about two in ten (22%) said they were never or only sometimes asked which choices they prefer.
  - About two-thirds (65%) indicated that their child's doctors always involved them as much as they wanted in decisions about their child's health care. In addition, about two in ten (22%) said their child's doctors usually involved them, while more than one in ten (13%) said their child's doctors never or only sometimes did so.

## Family Centered Care (cont'd)

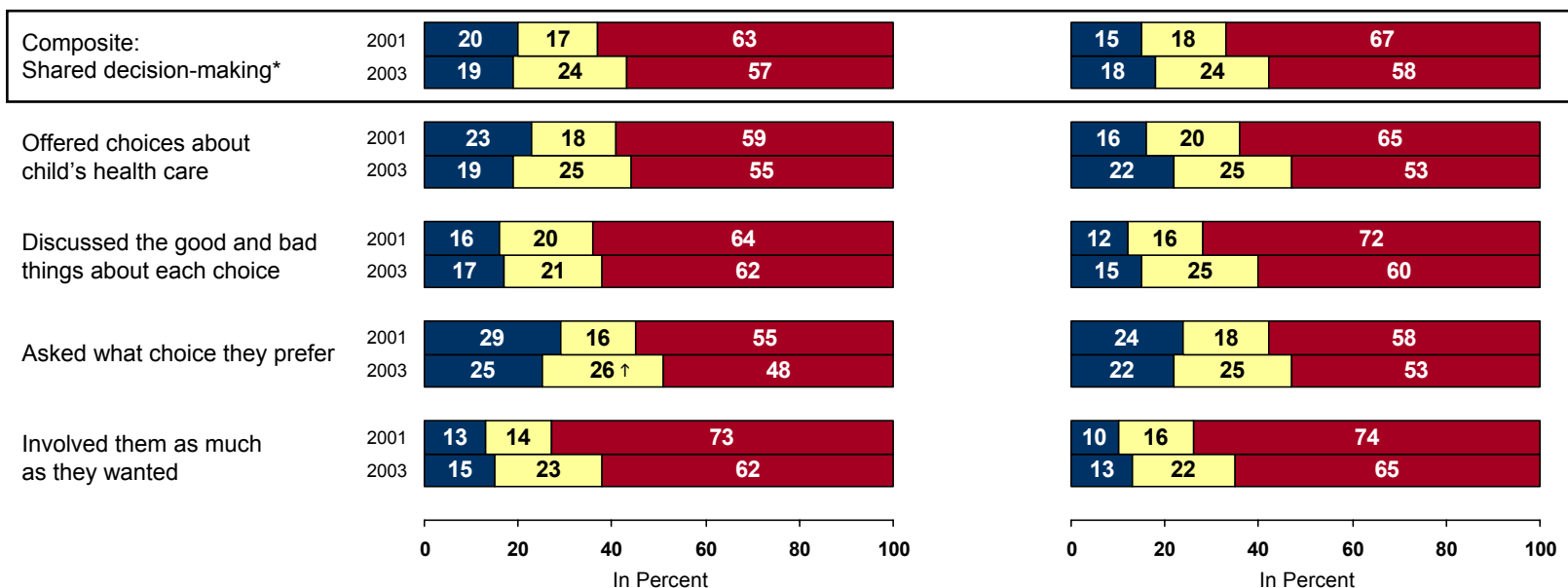
Percent who said they  
**sometimes or never**  
shared decision-making

Percent who said they  
**usually**  
shared decision-making

Percent who said they  
**always**  
shared decision-making

### MEDALLION Child

### Medallion II Child



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, their child's doctors or other health providers:

- Offered choices about their child's health care (CQ45)
- Discussed with them good and bad things about each of the different choices for their child's health care (CQ46)
- Asked them what choice they prefer (CQ47)
- Involved them as much as they wanted (CQ48)

Base=For these four questions on "shared decision-making," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

## Family Centered Care (cont'd)

### FAMIS PCCM

- The composite score for shared decision-making shows that more than six in ten FAMIS PCCM respondents in 2003 (62%) said they were always included in the decision-making for their child's health care, and two in ten (20%) said they were usually included. Furthermore, 18% said they were never or only sometimes included in the decision-making process.
  - Nearly six in ten FAMIS PCCM respondents in 2003 (59%) said they were always offered choices about their child's health care, and one-fourth (25%) reported that doctors usually offered them choices. On the other hand, one in six (16%) said they were never or only sometimes offered choices about their child's health care.
  - More than two-thirds (68%) said child's doctors always discussed the good and bad things about each choice for their child's health care, and approximately one in six (16%) said this usually happened. Meanwhile, a similar proportion (17%) said their child's doctors never or only sometimes did so.
  - More than one-half (53%) said their child's doctors always asked them which choices they prefer for their child's health care, and more than two in ten (23%) said they usually were asked. However, another 25% said they were never or only sometimes asked.
  - About seven in ten (69%) said their child's doctors always involved them in decisions as much as they wanted, and about one in six (17%) said they were usually involved. Meanwhile, about one in seven (15%) said they were never or only sometimes involved as much as they wanted.

## Family Centered Care (cont'd)

### FAMIS MCO

- Similarly, the composite score shows that more than six in ten FAMIS MCO respondents in 2003 (64%) said they were always included in the decision-making for their child's health care. In addition, about two in ten (18%) said they were usually included, while another 18% never or only sometimes were included in the decision-making process.
  - More than six in ten FAMIS MCO respondents (64%) reported that they were always offered choices about their child's health care, and less than two in ten (17%) said this usually happened. Conversely, about two in ten (19%) said they were never or only sometimes offered such choices.
  - More than seven in ten (72%) said their child's doctors always discussed the good and bad things about each choice, and about one in seven (14%) said their child's doctors usually did so. Furthermore, 15% said their child's doctors never or only sometimes discussed this.
  - Just more than one-half (53%) said their child's doctors always asked them which choices they prefer with regards to their child's health care, and two in ten (20%) said doctors usually asked them. However, about one-fourth (26%) said doctors never or only sometimes asked which choices they prefer.
  - About two-thirds (67%) said they were always involved as much as they wanted in the decision-making for their child's health care, and more than two in ten (23%) were usually involved. On the other hand, one in ten (10%) said they were never or only sometimes involved as much as they wanted.

## Family Centered Care (cont'd)

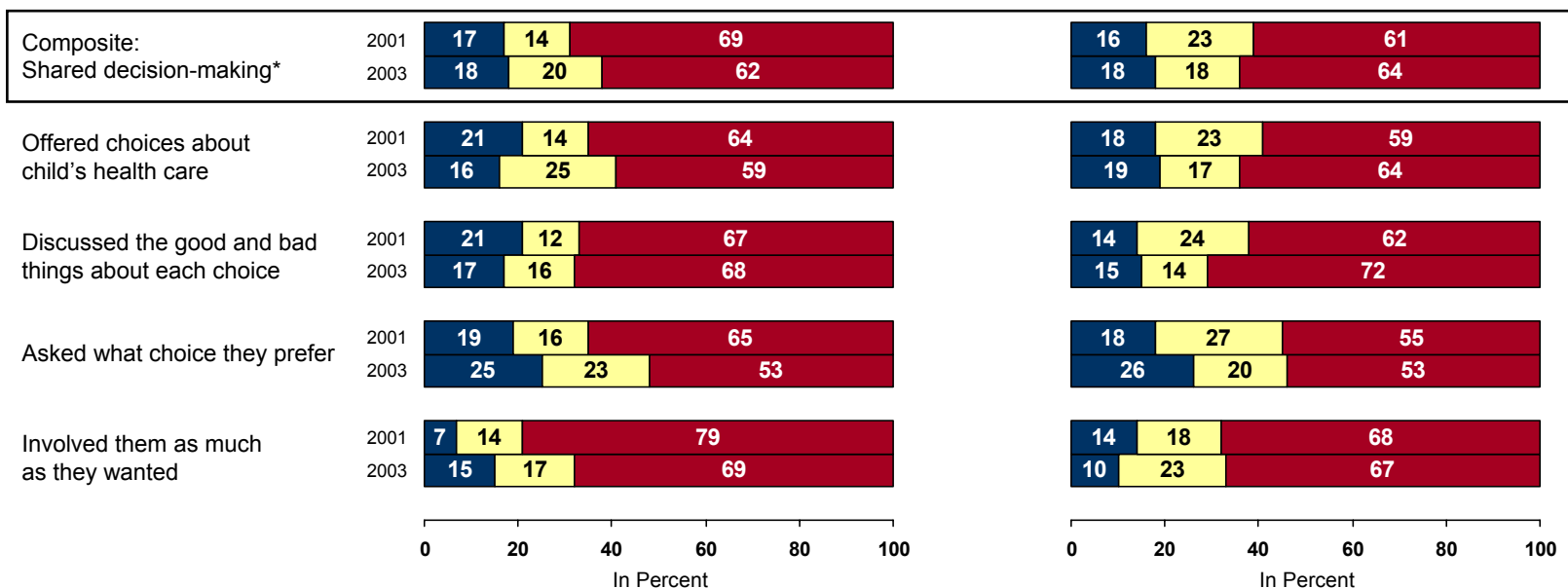
Percent who said they  
**sometimes or never**  
shared decision-making

Percent who said they  
**usually**  
shared decision-making

Percent who said they  
**always**  
shared decision-making

FAMIS  
PCCM

FAMIS  
MCO



\*To get the percentages shown for the composite score, we averaged the answers to four individual survey questions. These questions asked respondents to tell how often, during the last six months, their child's doctors or other health providers:

- Offered choices about their child's health care (CQ45)
- Discussed with them good and bad things about each of the different choices for their child's health care (CQ46)
- Asked them what choice they prefer (CQ47)
- Involved them as much as they wanted (CQ48)

Base=For these four questions on "shared decision-making," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months



## Family Centered Care (cont'd)

### *Getting Needed Information*

- The composite score for “Getting Needed Information” in 2003 indicates that the majority of all respondents said that they always or usually received need information regarding their child’s health care from their child’s provider.
- To obtain this composite score, respondents were asked how often their child’s doctors or other health providers made it easy for them to discuss their questions or concerns, how often they got the specific information they needed from their child’s doctors and other health providers, and how often they had their questions answered by their child’s doctors and other health providers in the last six months.

### **MEDALLION Child**

- Overall, the composite score shows that more than one-half of the MEDALLION respondents in 2003 (55%) always received the necessary information regarding their child’s health care. More than one-fourth (28%) were usually given this information, while about one in six (17%) never or only sometimes received this information from their child’s doctors and other health providers.
  - More than one-half of the MEDALLION respondents (58%) indicated that doctors always made it easy for them to discuss their questions or concerns, and about two in ten (22%) said that this usually happened. Furthermore, two in ten (20%) said that they never or only sometimes made it easy for them to do so.
  - Again, more than one-half (54%) said their child’s doctors or health provider always gave them the specific information they needed, and nearly three in ten (28%) were usually given this information. On the other hand, almost two in ten (18%) never or only sometimes received this information.
  - About one-half of the respondents (55%) reported that their child’s doctors or other health providers always answered their questions, and one-third (33%) said doctors usually answered their questions. Conversely, about one in ten (12%) said doctors never or only sometimes did so.

## Family Centered Care (cont'd)

### Medallion II Child

- The composite score shows that more than six in ten Medallion II respondents (63%) always got the information they needed about their child's health care, and two in ten (20%) said this usually occurred. Meanwhile, about two in ten (18%) said they never or only sometimes got this information from their child's doctors or other health providers.
  - More than six in ten Medallion II respondents (63%) said doctors always made it easy for them to discuss their questions or concerns, and about one in six (17%) said they usually did so. Conversely, another 20% said their child's doctors never or only sometimes made it easy.
  - Just less than six in ten (58%) said they were always given the specific information they needed regarding their child's health care, and about two in ten (22%) said they usually did so. Meanwhile, two in ten (20%) said they were never or only sometimes given this information.
  - Two-thirds (66%) said their child's doctors always answered their questions, and about two in ten (21%) said this usually happened. On the other hand, more than one in ten (13%) said their child's doctors never or only sometimes answered their questions.

## Family Centered Care (cont'd)

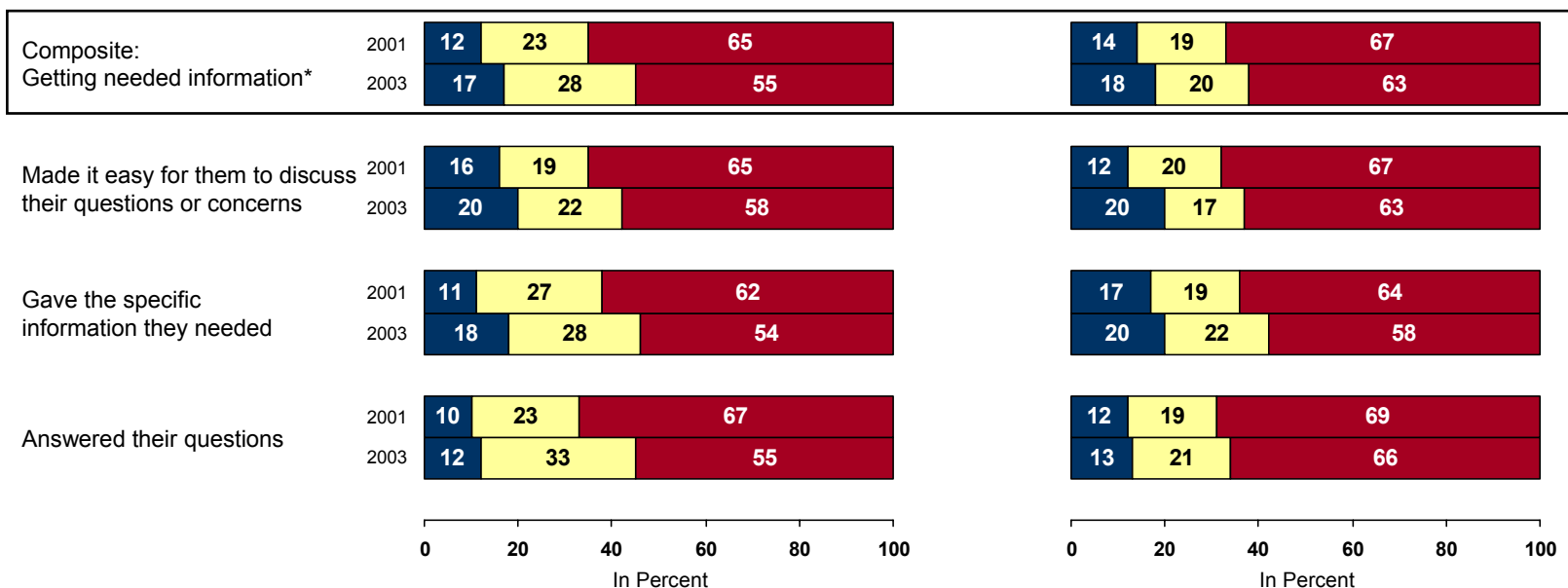
Percent who said they **sometimes or never** got needed information

Percent who said they **usually** got needed information

Percent who said they **always** got needed information

### MEDALLION Child

### Medallion II Child



\*To get the percentages shown for the composite score, we averaged the answers to three individual survey questions. These questions asked respondents to tell how often, during the last six months, their child's doctors or other health providers:

- Made it easy for them to discuss their questions or concerns (CQ41)
- Gave the specific information they needed (CQ42)
- Answered their questions (CQ43)

Base=For these three questions on "getting needed information," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

## Family Centered Care (cont'd)

### FAMIS PCCM

- The composite score shows that two-thirds of the FAMIS PCCM respondents in 2003 (66%) always received the information they needed from their child's doctors or other health providers with regards to their child's health care. Meanwhile, about two in ten (21%) usually got this information, and more than one in ten (13%) never or only sometimes did.
  - Almost seven in ten FAMIS PCCM respondents (69%) said doctors always made it easy for them to discuss their questions or concerns, and about one in six (17%) said their child's doctors usually did so. On the other hand, about one in seven (14%) reported that their child's doctors never or only sometimes made it easy for them.
  - Nearly six in ten (59%) said their child's doctors always gave them the specific information they needed for their child's health care, and more than one-fourth (28%, up from 9% in 2001) usually got it. Meanwhile, more than one in ten (13%) never or only sometimes got the specific information they needed.
  - About seven in ten (71%) said they always had their questions answered by their child's doctors or other health providers, and about one in six (17%) said their child's doctors usually answered their questions. Conversely, about one in ten (11%, down from 28% in 2001) said this never or only sometimes happened.

### FAMIS MCO

- Similarly, the composite score shows that two-thirds of the FAMIS MCO respondents in 2003 (66%) always got the necessary information from their child's doctors or other health providers. Meanwhile, about two in ten (22%) usually got this information, and more than one in ten (12%) never or only sometimes got the necessary information.
  - Two-thirds of the FAMIS MCO respondents (66%) reported that their child's doctors or other health providers always made it easy for them to discuss their questions, and about two in ten (21%) said doctors usually did so. Conversely, more than one in ten (13%) said doctors never or only sometimes made it easy for them.
  - About six in ten (61%) said their child's doctors always gave them the specific information they needed, and more than two in ten (23%) reported that they usually got it. On the other hand, one in six (16%) said that their child's doctors never or only sometimes gave them the specific information.
  - Seven in ten (70%) said their child's doctors always answered their questions about their child's health care, and more than two in ten (22%) said their child's doctors usually did. Conversely, 8% said this never or only sometimes happened.

## Family Centered Care (cont'd)

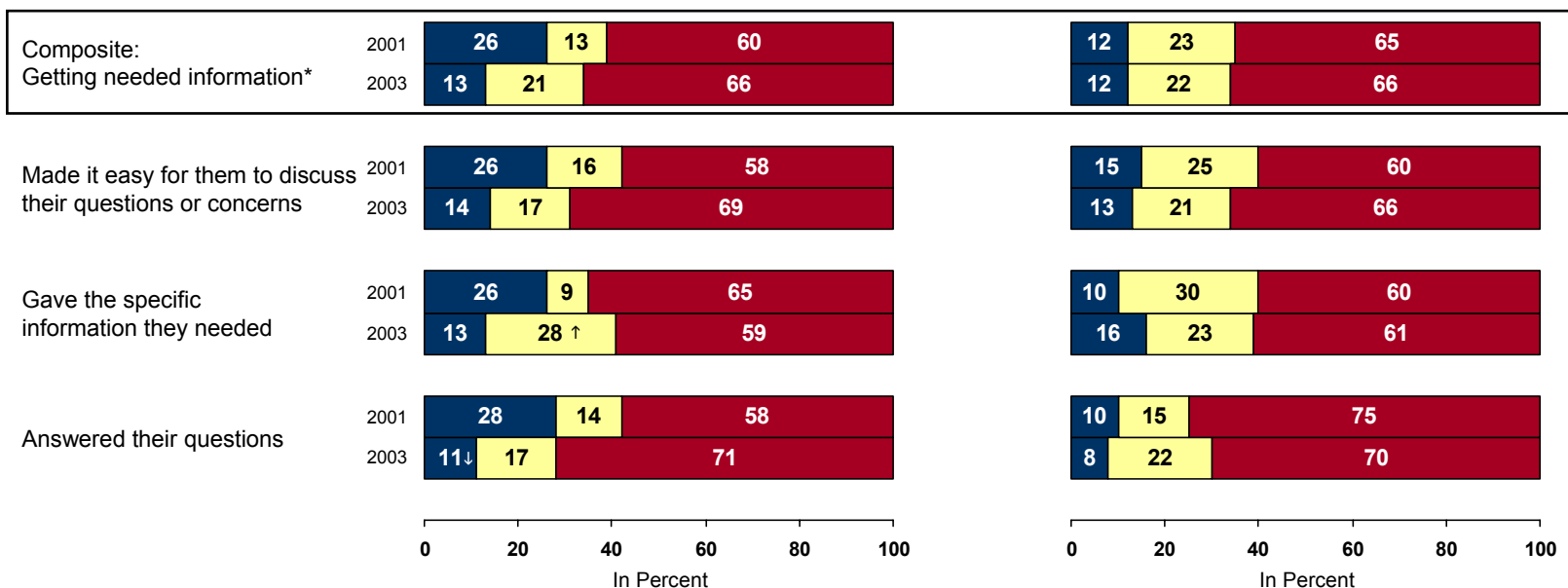
Percent who said they  
**sometimes or never**  
got needed information

Percent who said they  
**usually**  
got needed information

Percent who said they  
**always**  
got needed information

**FAMIS  
PCCM**

**FAMIS  
MCO**



\*To get the percentages shown for the composite score, we averaged the answers to three individual survey questions. These questions asked respondents to tell how often, during the last six months, their child's doctors or other health providers:

- Made it easy for them to discuss their questions or concerns (CQ41)
- Gave the specific information they needed (CQ42)
- Answered their questions (CQ43)

Base=For these three questions on "getting needed information," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

# Coordination of Care

## *Coordination of Care*

- The composite score for “Coordination of Care” shows that the majority of all respondents got the help they needed in coordinating their child’s care.
- To obtain this composite score, respondents who needed their child’s doctors or other health providers to contact their child’s school or daycare center about their child’s health or health care were asked whether they got the help they needed from the doctors or other health care providers in doing so. And, respondents who reported that their child received care from more than one kind of health care provider or used more than one kind of health care service were asked whether anyone from their child’s health plan helped in coordinating their child’s care among these different providers or services.

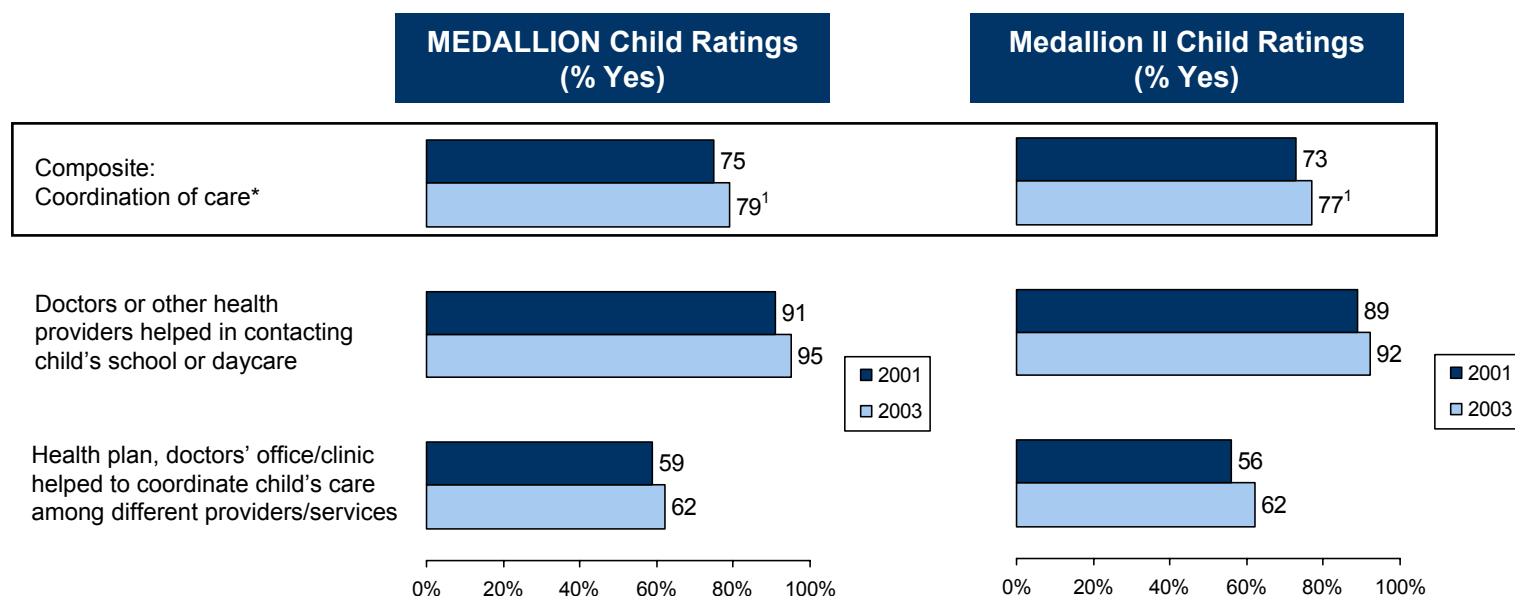
## **MEDALLION Child**

- The composite score shows that nearly eight in ten MEDALLION respondents in 2003 (79%) received the help they needed in coordinating their child’s care.
  - Specifically, the vast majority of those who needed their child’s doctors or other health providers to contact their child’s school or daycare center (95%) got the help they needed in doing so.
  - More than six in ten of those whose child received care from more than one kind of health provider or service (62%) got the help they needed from their health plan in coordinating these providers or services.

## **Medallion II Child**

- The composite score shows that more than three-fourths of the Medallion II respondents in 2003 (77%) received help in coordinating their child’s care.
  - The vast majority of those who needed their child’s doctors or other health providers to contact their child’s school or daycare center (92%) received the help they needed in contacting their child’s school or daycare.
  - More than six in ten of those whose child received care from more than one kind of health provider or service (62%) received help from their child’s health plan to coordinate their child’s health care.

## Coordination of Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to two individual survey questions. These questions asked whether their child's:

- > Doctors or other health providers helped in contacting their child's school or daycare (CQ52)
- > Health plan, doctor's office or clinic helped to coordinate their child's care among different providers or services (CQ71)

Base=For these two questions on "coordination of care," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Note: In 2003, CQ52 was asked of those whose child is enrolled in school/daycare and needed a doctor or other health provider to contact the school/daycare, while in 2001, the question was asked of those whose child went to a doctor's office/clinic and needed a doctor or other health provider to contact the school/daycare about child's health.

<sup>1</sup>Caution: Small Base

## Coordination of Care (cont'd)

### **FAMIS PCCM**

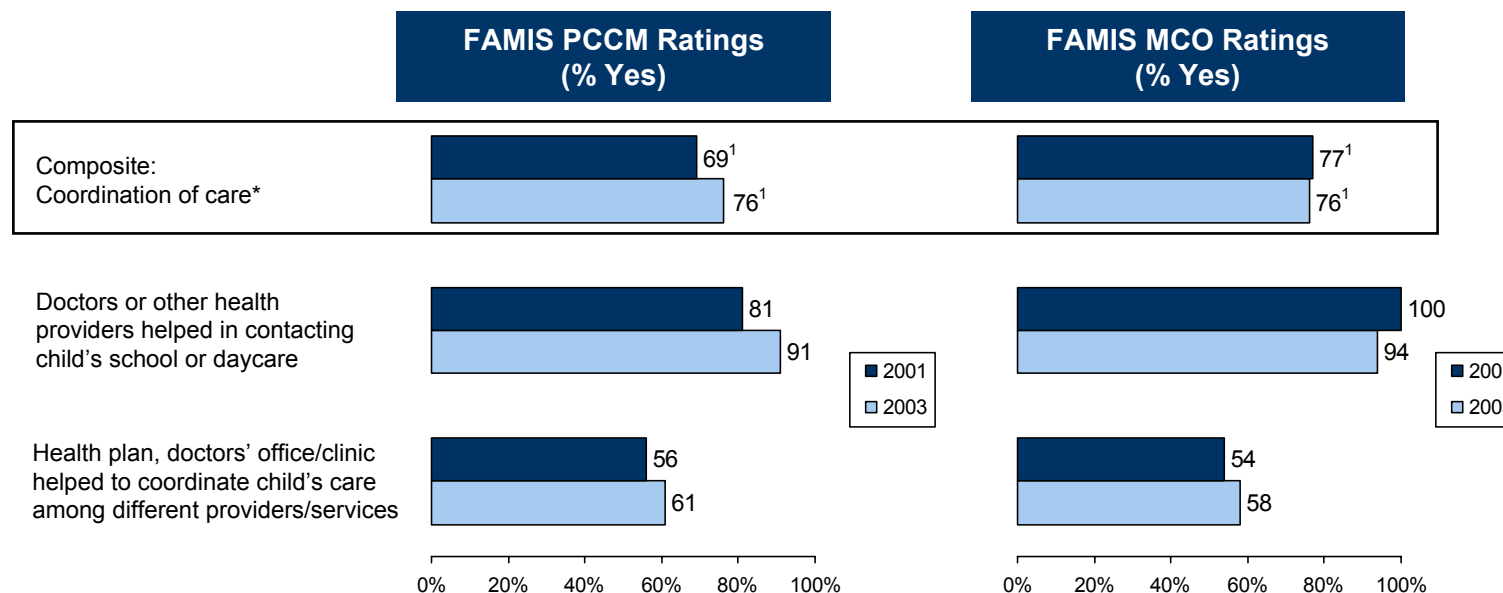
- The composite score shows that about three-fourths of the FAMIS PCCM respondents in 2003 (76%) got the help they needed in coordinating their child's care.
  - About nine in ten of those who needed their child's doctors or other health providers to contact their child's school or daycare center (91%) got help in contacting their child's school or daycare.
  - Approximately six in ten of those whose child received care from more than one kind of health provider or service (61%) received help needed in coordinating their child's care among different providers and services.

### **FAMIS MCO**

- Similarly, the composite score shows that 76% of the FAMIS MCO respondents got the help they needed in coordinating their child's health care.
  - More than nine in ten of those who needed their child's doctors or other health providers to contact their child's school or daycare center (94%) received help in contacting their child's school or daycare.
  - Nearly six in ten of those whose child received care from more than one kind of health provider or service (58%) reported that they got help in coordinating care among their child's different health providers and services.



## Coordination of Care (cont'd)



\*To get the percentages shown for the composite score, we averaged the answers to two individual survey questions. These questions asked whether their child's:

- Doctors or other health providers helped in contacting their child's school or daycare (CQ52)
- Health plan, doctor's office or clinic helped to coordinate their child's care among different providers or services (CQ71)

Base=For these two questions on "coordination of care," respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months  
 Note: In 2003, CQ52 was asked of those whose child is enrolled in school/daycare and needed a doctor or other health provider to contact the school/daycare, while in 2001, the question was asked of those whose child went to a doctor's office/clinic and needed a doctor or other health provider to contact the school/daycare about child's health.

<sup>1</sup>Caution: Small Base

## **SPECIAL TOPICS AMONG CHILD MEMBERS**

# Dental Services

- Respondents were asked questions about receiving care from a dental office or clinic in the last six months.

## **MEDALLION Child**

- In 2003, one-half of the MEDALLION respondents (50%) reported that they received care from a dental office or clinic. On average, those who visited a dental office or clinic in the past six months went just less than two times (1.8 times).
- Most respondents who visited a dental office or clinic rated the dental care positively (67%, rated 9 or 10).

## **Medallion II Child**

- About four in ten Medallion II respondents (39%) have received care from a dental office or clinic, representing a significantly smaller proportion than the MEDALLION respondents. On average, approximately two visits (2.1 times) were made in the past six months.
- More than one-half of those who visited a dental office or clinic (55%, down from 70% in 2001) rated their dental care positively (rated 9 or 10).

## **FAMIS PCCM**

- Approximately one-half of the FAMIS PCCM respondents (54%) have received care from a dental office or clinic, visiting close to two times, on average, during the past six months (1.8 times).
- Nearly seven in ten respondents who have visited a dental office or clinic rated the level of dental care positively (69%, rated 9 or 10).

## **FAMIS MCO**

- More than four in ten FAMIS MCO respondents (45%) have received care from a dental office or clinic, and about two visits (1.8 times) were made, on average, in the past six months. The proportion of FAMIS MCO respondents visiting a dental office or clinic is also significantly lower than FAMIS PCCM respondents.
- About two-thirds of the FAMIS MCO respondents (68%) gave positive ratings of 9 or 10 for the dental care they received.

## Dental Services (cont'd)

This table shows dental services received among <i>child members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
<u>Dental Care</u>		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
Received care from dental office or clinic	n=	(529)	(298)	(396)	(229)	(218)	(298)	(84)	(300)
Yes		44%	50%	46%	39%	51%	54%	44%	45%
Visited dental office or clinic in past 6 months <sup>1</sup>	n=	(232)	(146)	(181)	(87)	(112)	(160)	(37)	(135)
None		0%	1%	0%	1%	0%	0%	0%	0%
1 to 2 times		88%	81%	81%	83%	86%	82%	89%	86%
3 or more times		12%	18%	19%	16%	14%	18%	11%	14%
Mean (# of times)		1.7	1.8	2.0	2.1	1.7	1.8	1.9	1.8
Rating of dental care <sup>2</sup>	n=	(228)	(143)	(181)	(85)	(110)	(159)	(36)	(134)
0-6 (Worst)		13%	12%	12%	15%	8%	15%	11%	14%
7-8		16%	21%	18%	29%	25%	16%	25%	18%
9-10 (Best)		71%	67%	70%	55%↓	67%	69%	64%	68%

Base=Those answering (CQ71c-71e)

<sup>1</sup>Base=Those whose child got care from a dentist's office or dental clinic and answering

<sup>2</sup>Base=Those whose child went to a dentist's office or dental clinic in the last 6 months and able to rate

# Interpreter Services

- Respondents were asked about their usage of interpreter services in the last six months.

## **MEDALLION Child**

- Few MEDALLION respondents in 2003 indicated needing an interpreter (2%).
- Only 1% of the MEDALLION respondents said that their child needed an interpreter.

## **Medallion II Child**

- Similarly, very few Medallion II respondents in 2003 required an interpreter (2%).
- And, an identical proportion of Medallion II respondents needed an interpreter for their child (2%).

## **FAMIS PCCM**

- In 2003, few FAMIS PCCM respondents indicated the need for an interpreter (1%).
- Only 2% of the FAMIS PCCM respondents needed an interpreter for their child.

## **FAMIS MCO**

- Relatively few FAMIS MCO respondents in 2003 needed an interpreter (4%).
- Only 1% of the FAMIS MCO respondents indicated that their child needed an interpreter.

## Interpreter Services (cont'd)

This table shows the interpreter services used by child <i>members</i> :									
		MEDALLION Child		Medallion II Child		FAMIS PCCM		FAMIS MCO	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Needed an interpreter</u>	n=	(535)	(300)	(396)	(232)	(217)	(299)	(84)	(298)
Yes		1%	2%	1%	2%	3%	1%	2%	4%
<u>Got an interpreter when needed<sup>1</sup></u>	n=	(6)*	(6)*	(2)*	(5)*	(5)*	(3)*	(2)*	(12)*
Never/Sometimes		67%	50%	50%	60%	60%	67%	100%	33%↓
Usually		0%	17%	0%	20%	20%	0%	0%	8%
Always		33%	33%	50%	20%	20%	33%	0%	58%
<u>Child needed an interpreter</u>	n=	(534)	(300)	(396)	(233)	(217)	(297)	(84)	(298)
Yes		2%	1%	1%	2%	1%	2%	1%	1%
<u>Child got an interpreter when needed<sup>1</sup></u>	n=	(10)*	(3)*	(3)*	(3)*	(3)*	(5)*	(1)*	(3)*
Never/Sometimes		40%	33%	0%	67%	33%	40%	100%	67%
Usually		10%	0%	0%	33%	0%	0%	0%	0%
Always		50%	67%	100%	0%	67%	60%	0%	33%

Base=Those answering (CQ53-56)

<sup>1</sup>Base=Those whose child needed an interpreter to help speak with doctors or other health providers and able to rate

\*Caution: Small Base

# Transportation Services

- Respondents were asked about their usage of transportation services in the last six months.

## MEDALLION Child

- Relatively few MEDALLION respondents in 2003 have called for help with transportation (4%).

## Medallion II Child

- Nearly one in ten Medallion II respondents in 2003 (9%) have called for help with transportation.

This table shows the transportation services used by <i>child members</i> :					
		MEDALLION Child		Medallion II Child	
		<u>2001</u>	<u>2003</u>	<u>2001</u>	<u>2003</u>
<u>Called for help with transportation</u>	n=	(535)	(299)	(395)	(234)
Yes		5%	4%	10%	9%
<u>Received help with transportation</u> <sup>1</sup>	n=	(27)*	(12)*	(40)	(20)*
Never/Sometimes		41%	33%	18%	30%
Usually		4%	17%	15%	5%
Always		56%	50%	68%	65%
<u>Transportation met needs</u> <sup>2</sup>	n=	(23)*	(10)*	(39)	(19)*
Never/Sometimes		39%	40%	23%	21%
Usually		9%	10%	21%	16%
Always		52%	50%	56%	63%

Base=Those answering (CQ78a-78c,82a-82c)

<sup>1</sup>Base=Those who called their child's health plan to get help with transportation and able to rate

<sup>2</sup>Base=Those who received help with transportation from their child's health plan and able to rate

\*Caution: Small Base

**CHILD MEMBERS'  
EXPERIENCE WITH THEIR HEALTH PLAN**



# Health Plan

- Respondents were asked whether they had looked for any information in written materials or on the Internet from their child's health plan.

## MEDALLION Child

- About one in ten MEDALLION respondents in 2003 (11%, down from 23% in 2001) looked for information in written materials or on the Internet from their child's health plan.

## Medallion II Child

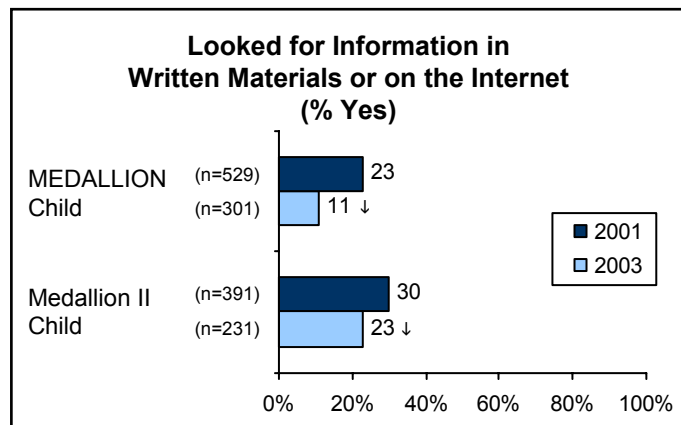
- In 2003, close to one-fourth of the Medallion II respondents (23%, down from 30% in 2001) looked for information in written materials or on the Internet, representing a significantly larger proportion than MEDALLION respondents.

## FAMIS PCCM

- About one in seven FAMIS PCCM respondents in 2003 (14%, down from 29% in 2001) have looked for information from their child's health plan in written materials or on the Internet.

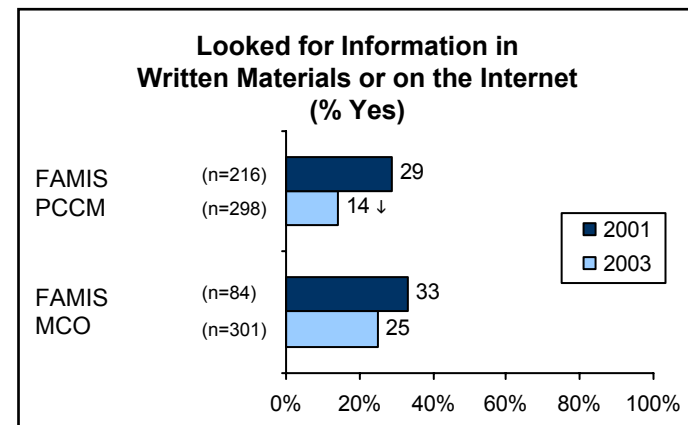
## FAMIS MCO

- In comparison, significantly more FAMIS MCO respondents in 2003 (25%) have looked for information in written materials or on the Internet, representing a significantly larger proportion than FAMIS PCCM respondents.



Base=Those answering (CQ72/76)

Note: In 2003, this question asked if respondents looked for information in written materials or on the Internet, while in 2001, this question asked about looking for information in written materials only.



Base = Those answering (CQ72/76)

Note: In 2003, this question asked if respondents looked for information in written materials or on the Internet, while in 2001, this question asked about looking for information in written materials only.

## Health Plan (cont'd)

- Respondents were asked whether they had called their child's health plan's customer service to get information or help in the previous six months. Respondents were then asked whether they had called or written their child's health plan with a complaint or problem in the previous six months.

### **MEDALLION Child**

- About one in ten MEDALLION respondents in 2003 (11%) called their child's health plan's customer service for information or help.
- Meanwhile, about one in twenty (4%) called or wrote their child's health plan with a problem or complaint.

### **Medallion II Child**

- In 2003, approximately one-fourth of the Medallion II respondents (26%) called their child's health plan's customer service for information or help.
  - Medallion II respondents were more likely than the MEDALLION respondents to report calling their child's health plan's customer service for information or help (26% vs. 11%)
- Similar to MEDALLION respondents, relatively few Medallion II respondents (6%) called or wrote their child's health plan's customer service with a complaint or problem.

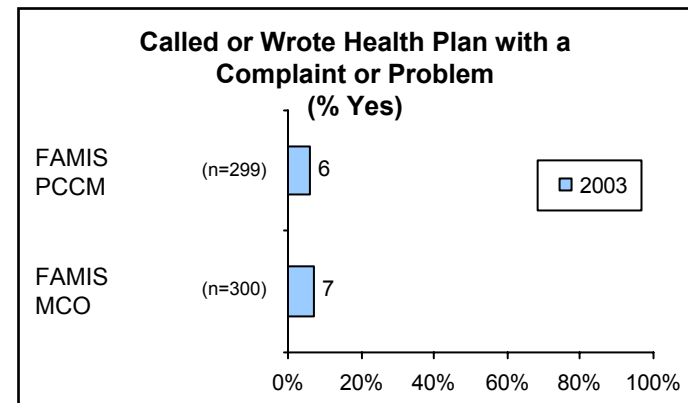
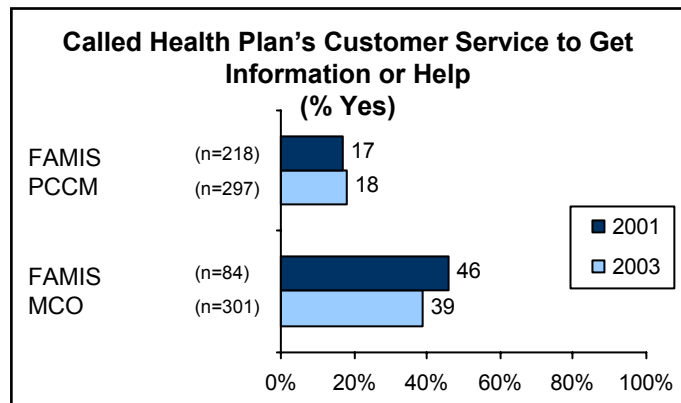
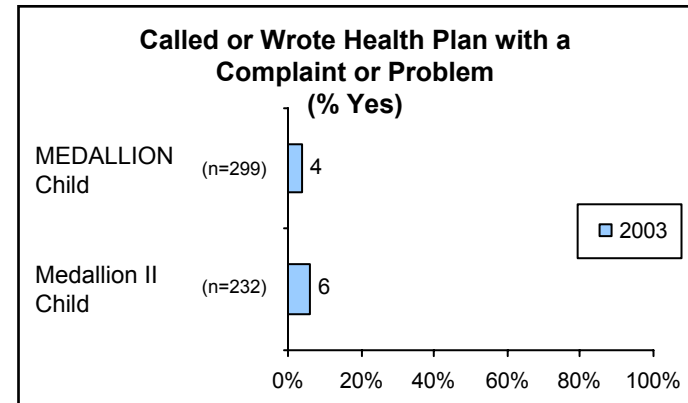
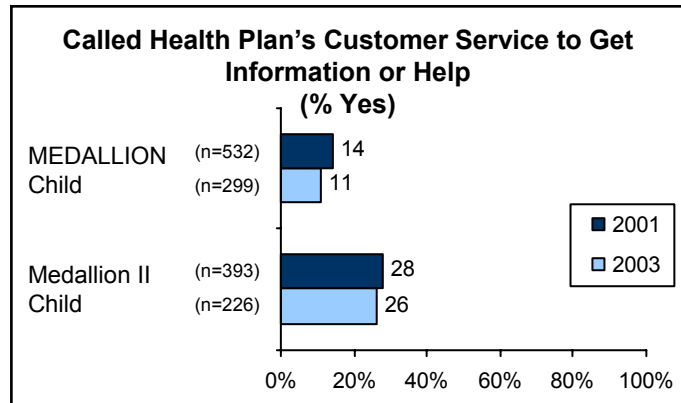
### **FAMIS PCCM**

- Nearly two in ten FAMIS PCCM respondents in 2003 (18%) called their child's health plan's customer service to get information or help.
- About one in twenty (6%) called or wrote their child's health plan with a complaint or problem.

### **FAMIS MCO**

- Nearly four in ten FAMIS MCO respondents in 2003 (39%) have called their child's health plan's customer service for information or help.
  - The proportion of FAMIS MCO respondents who reported calling their child's health plan's customer service for information or help is significantly higher than that of the FAMIS PCCM respondents (39% vs. 18%).
- Fewer than one in ten FAMIS MCO respondents (7%) called or wrote their child's health plan with a complaint or problem.

## Health Plan (cont'd)



Base=Those answering (CQ74/78)

Base=Those answering (CQ75a/79a)

## Health Plan (cont'd)

- Respondents who had called or written their child's health plan with a complaint or problem in the previous six months were then asked how long it took for their child's health plan to resolve their complaint or problem. Respondents whose complaint or problem has been resolved were then asked if their complaint or problem had been settled to their satisfaction.

### **MEDALLION Child**

- On average, MEDALLION respondents in 2003 reported waiting about three days (2.8 days) for their complaint to be resolved.
- Notably, all MEDALLION respondents (100%) who had a complaint or problem said it was settled to their satisfaction.

### **Medallion II Child**

- Medallion II respondents in 2003 reported waiting about six days (5.9 days) for their complaint to be resolved, on average.
- The vast majority (89%) indicated that their complaint or problem was settled to their satisfaction.

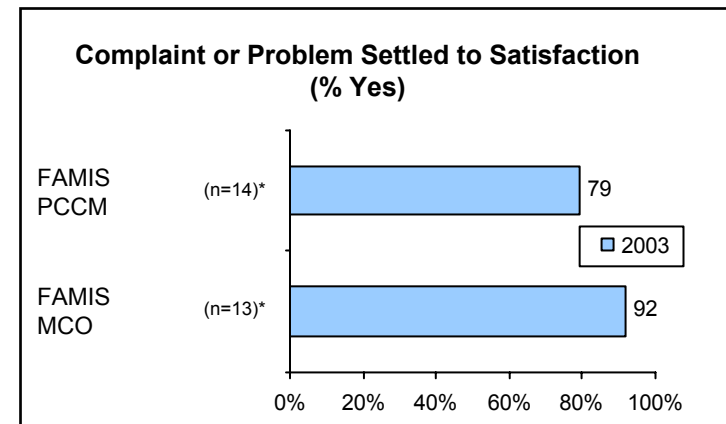
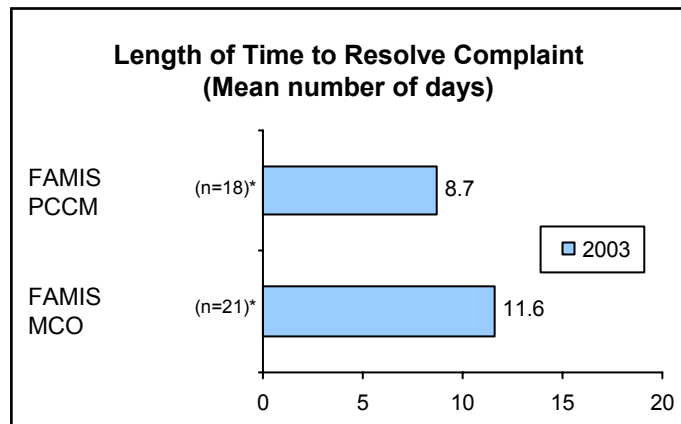
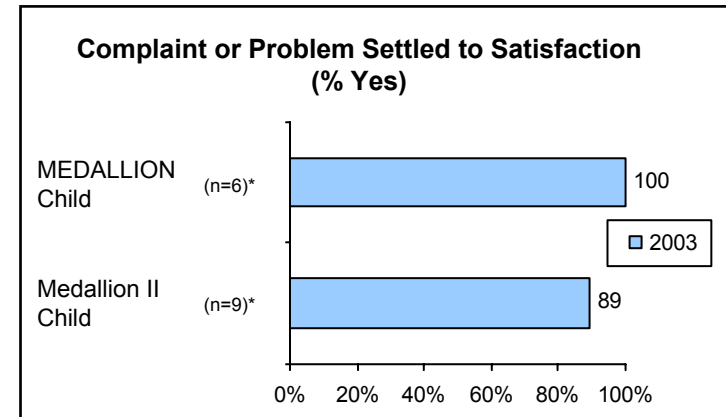
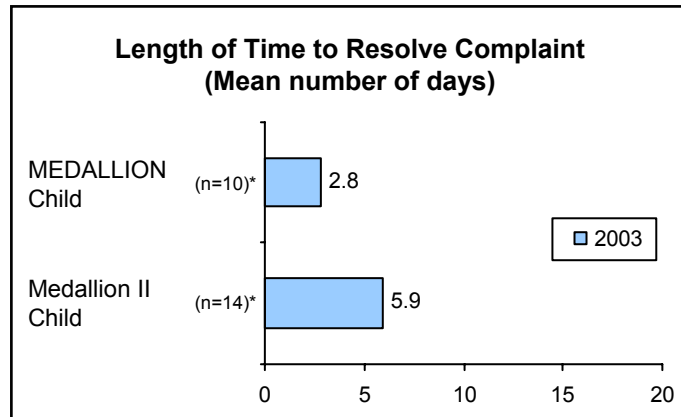
### **FAMIS PCCM**

- In 2003, FAMIS PCCM respondents indicated that they waited about nine days (8.7 days) for their child's health plan to resolve their complaint.
- Nearly eight in ten (79%) said their problem or complaint was settled to their satisfaction.

### **FAMIS MCO**

- On average, FAMIS MCO respondents said they waited nearly twelve days (11.6 days) for their complaint to be resolved.
- The vast majority (92%) said their child's health plan resolved their problem or complaint to their satisfaction.

## Health Plan (cont'd)



Base=Those who have called or written their child's health plan with a complaint or problem and answering (CQ75b/79b)

\*Caution: Small Base

Base=Those who have called or written their child's health plan with a complaint or problem, had their complaint or problem resolved and answering (CQ75c/79c)

\*Caution: Small Base

## Health Plan (cont'd)

- Respondents whose complaint or problem had not yet been resolved were asked how long they have been waiting for their child's health plan to resolve it.

### MEDALLION Child

- MEDALLION respondents in 2003 reported that they have been waiting an average of eighteen days (18.0 days) for their problem or complaint to be resolved.

### Medallion II Child

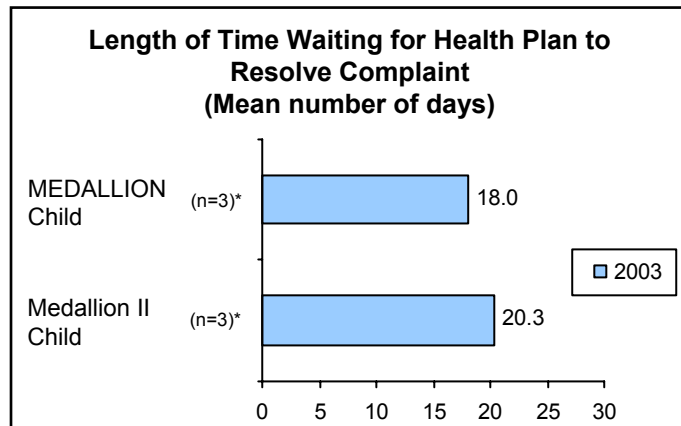
- In 2003, Medallion II respondents said they have been waiting about twenty days (20.3 days), on average, for their child's health plan to resolve their problem or complaint.

### FAMIS PCCM

- FAMIS PCCM respondents in 2003 have been waiting about twenty-three days (23.3 days), on average, for their problem or complaint to be resolved.

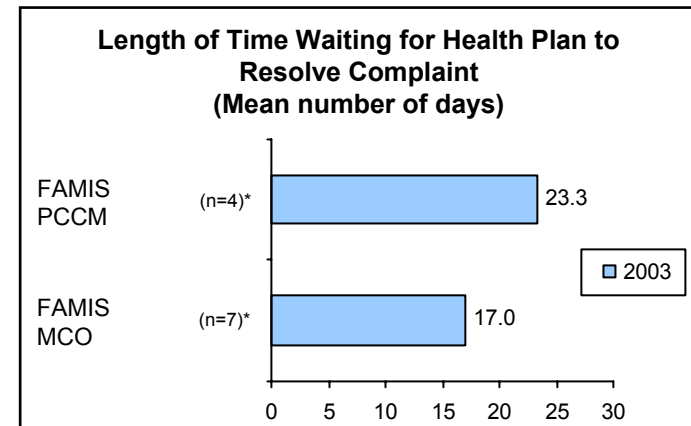
### FAMIS MCO

- On average, FAMIS MCO respondents in 2003 have been waiting seventeen days (17.0 days) for their child's health plan to resolve their problem or complaint.



Base=Those who have called or written their child's health plan with a complaint or problem and are still waiting for their complaint or problem to be resolved and answering (CQ75d/79d)

\*Caution: Small Base



Base=Those who have called or written their child's health plan with a complaint or problem and are still waiting for their complaint or problem to be resolved and answering (CQ75d/79d)

\*Caution: Small Base

## Health Plan (cont'd)

- Respondents were asked whether they had filled out any paperwork for their child's health plan.

### MEDALLION Child

- Two in ten MEDALLION respondents in 2003 (20%, up from 12% in 2001) have filled out any paperwork for their child's health plan.

### Medallion II Child

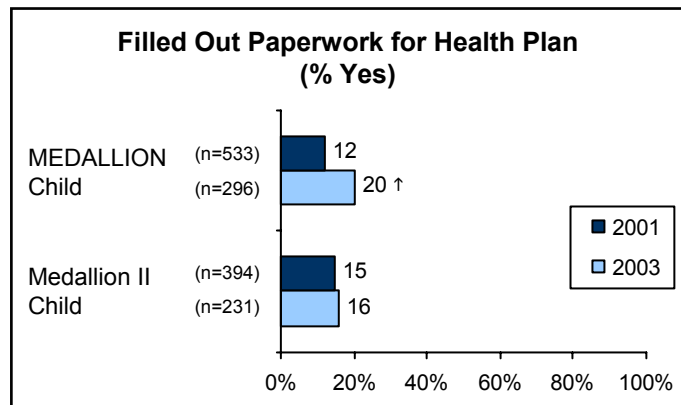
- About one in six Medallion II respondents in 2003 (16%) have filled out health plan paperwork.

### FAMIS PCCM

- In 2003, approximately three in ten FAMIS PCCM respondents (31%, up from 24% in 2001) reported filling out paperwork for their child's health plan.

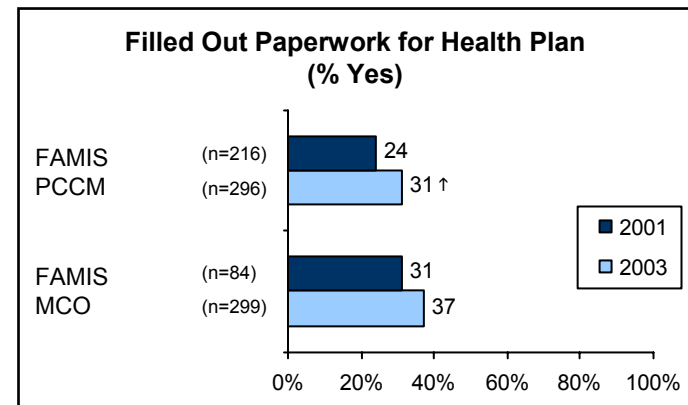
### FAMIS MCO

- More than one-third of the FAMIS MCO respondents in 2003 (37%) have filled out any paperwork for their child's health plan.



Base=Those answering (CQ76/80)

Note: In 2003, this question asked respondents whether they filled out any paperwork for their plan, while in 2001, respondents were asked whether they had any experiences with paperwork from their plan.



Base=Those answering (CQ76/80)

Note: In 2003, this question asked respondents whether they filled out any paperwork for their plan, while in 2001, respondents were asked whether they had any experiences with paperwork from their plan.

## APPENDIX



## Contact Information

### **WB&A Market Research**

Allison Shriner

Vice President, Health Care Research

410.721.0500